Chelmsford City Council

User Guide:

Web Recruitment

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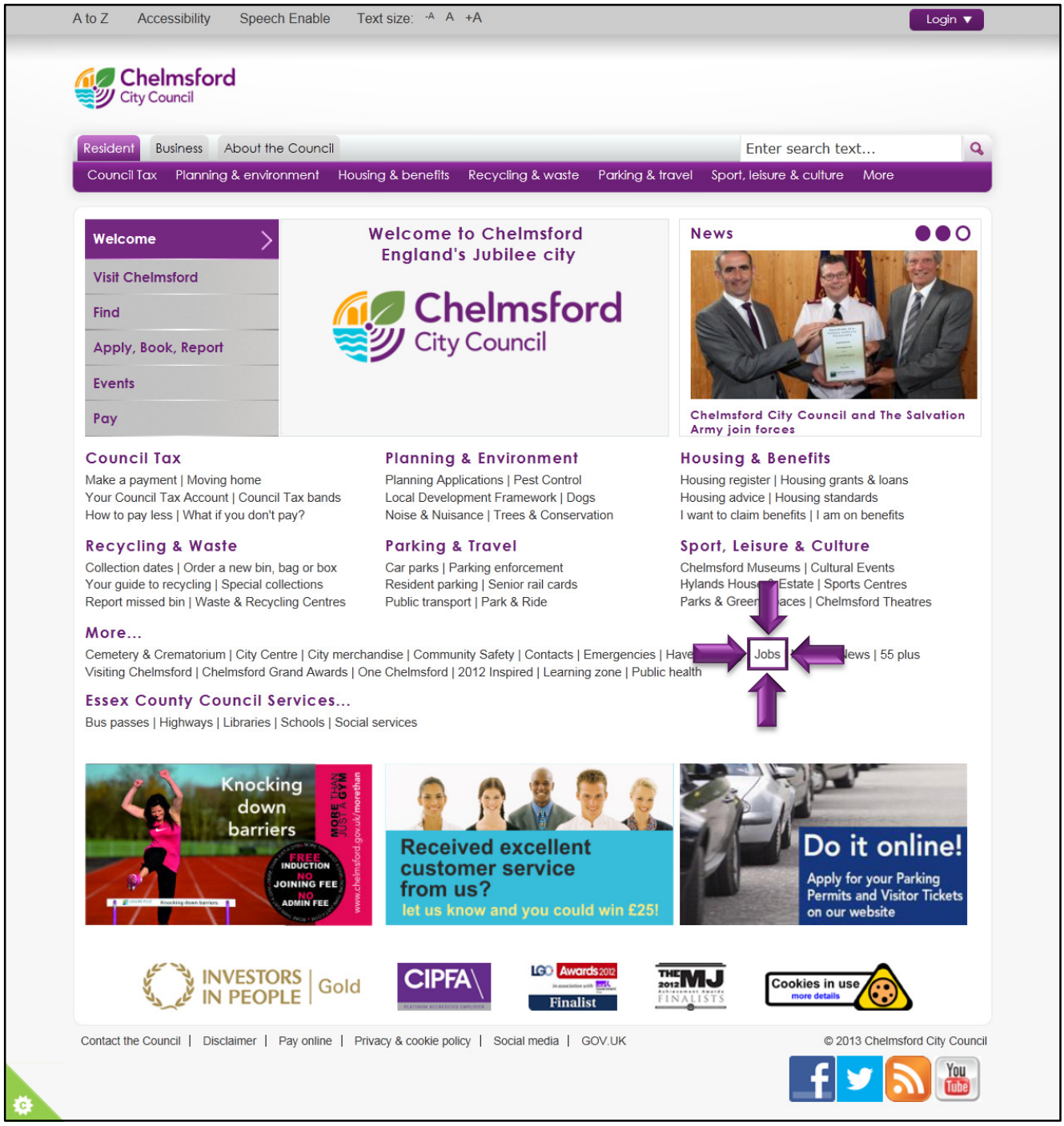
Introduction

The purpose of this user guide is to provide both internal and external applicants with guidance on how to apply for jobs at Chelmsford City Council via our online recruitment portal.

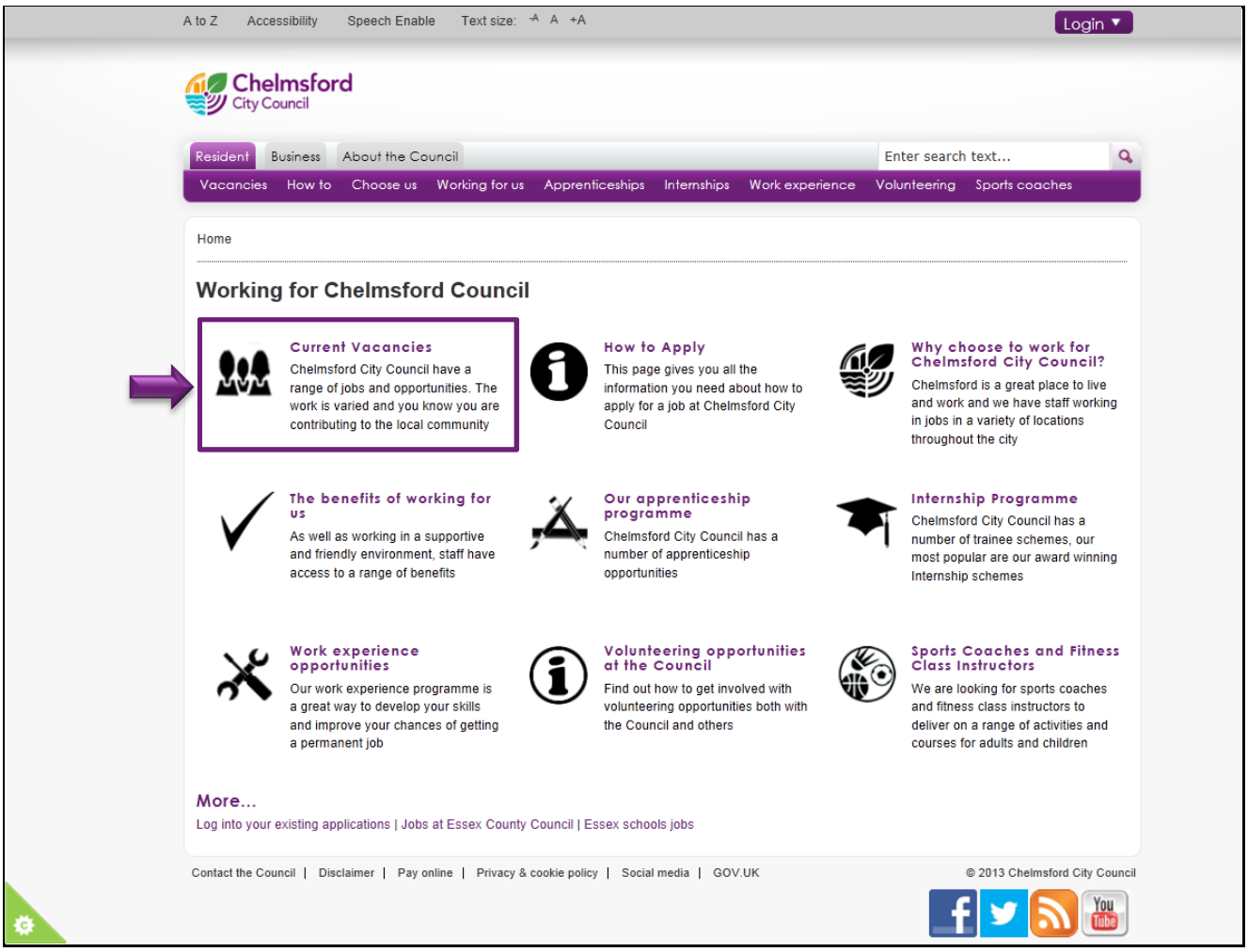
From Chelmsford City Council homepage, you can apply for jobs by selecting the 'Jobs' link (highlighted with arrows in the picture below)


A to Z
Accessibility
Speech Enable
Text size: -A A +A
Login
Chelmsford City Council
Resident
Business
About the Council
Enter search text...
Council Tax
Planning & environment
Housing & benefits
Recycling & waste
Parking & travel
Sport, leisure & culture
More
Welcome
Visit Chelmsford
Find
Apply, Book, Report
Events
Pay
Welcome to Chelmsford
England's Jubilee city
Chelmsford City Council
News
Chelmsford City Council and The Salvation Army join forces
Council Tax
Make a payment | Moving home
Your Council Tax Account | Council Tax bands
How to pay less | What if you don't pay?
Planning & Environment
Planning Applications | Pest Control
Local Development Framework | Dogs
Noise & Nuisance | Trees & Conservation
Housing & Benefits
Housing register | Housing grants & loans
Housing advice | Housing standards
I want to claim benefits | I am on benefits
Recycling & Waste
Collection dates | Order a new bin, bag or box
Your guide to recycling | Special collections
Report missed bin | Waste & Recycling Centres
Parking & Travel
Car parks | Parking enforcement
Resident parking | Senior rail cards
Public transport | Park & Ride
Sport, Leisure & Culture
Chelmsford Museums | Cultural Events
Hylands Hous Estate | Sports Centres
Parks & Gree aces | Chelmsford Theatres
More...
Cemetery & Crematorium | City Centre | City merchandise | Community Safety | Contacts | Emergencies | Have
Jobs
ews | 55 plus
Visiting Chelmsford | Chelmsford Grand Awards | One Chelmsford | 2012 Inspired | Learning zone | Public health
Essex County Council Services...
Bus passes | Highways | Libraries | Schools | Social services
Knocking down barriers
MORE THAN JUST A GYM
FREE INDUCTION NO JOINING FEE NO ADMIN FEE
Received excellent customer service from us?
let us know and you could win £25!
Do it online!
Apply for your Parking Permits and Visitor Tickets on our website
INVESTORS IN PEOPLE | Gold
CIPFA
LGC Awards 2012
Finalist
THE MJ 2012
FINALISTS
Cookies in use
more details
Contact the Council | Disclaimer | Pay online | Privacy & cookie policy | Social media | GOV.UK
© 2013 Chelmsford City Council

Or you can simply type the URL http://www.chelmsford.gov.uk/jobs into your browser.

How to get started

Once you have clicked on the jobs link or typed in the URL you will be directed to the 'Working for Chelmsford Council' page.


A to Z
Accessibility
Speech Enable
Text size: -A A +A
Login
Chelmsford City Council
Resident
Business
About the Council
Enter search text...
Vacancies
How to
Choose us
Working for us
Apprenticeships
Internships
Work experience
Volunteering
Sports coaches
Home
Working for Chelmsford Council
Current Vacancies
Chelmsford City Council have a range of jobs and opportunities. The work is varied and you know you are contributing to the local community
How to Apply
This page gives you all the information you need about how to apply for a job at Chelmsford City Council
Why choose to work for Chelmsford City Council?
Chelmsford is a great place to live and work and we have staff working in jobs in a variety of locations throughout the city
The benefits of working for us
As well as working in a supportive and friendly environment, staff have access to a range of benefits
Our apprenticeship programme
Chelmsford City Council has a number of apprenticeship opportunities
Internship Programme
Chelmsford City Council has a number of trainee schemes, our most popular are our award winning Internship schemes
Work experience opportunities
Our work experience programme is a great way to develop your skills and improve your chances of getting a permanent job
Volunteering opportunities at the Council
Find out how to get involved with volunteering opportunities both with the Council and others
Sports Coaches and Fitness Class Instructors
We are looking for sports coaches and fitness class instructors to deliver on a range of activities and courses for adults and children
More...
Log into your existing applications | Jobs at Essex County Council | Essex schools jobs
Contact the Council | Disclaimer | Pay online | Privacy & cookie policy | Social media | GOV.UK
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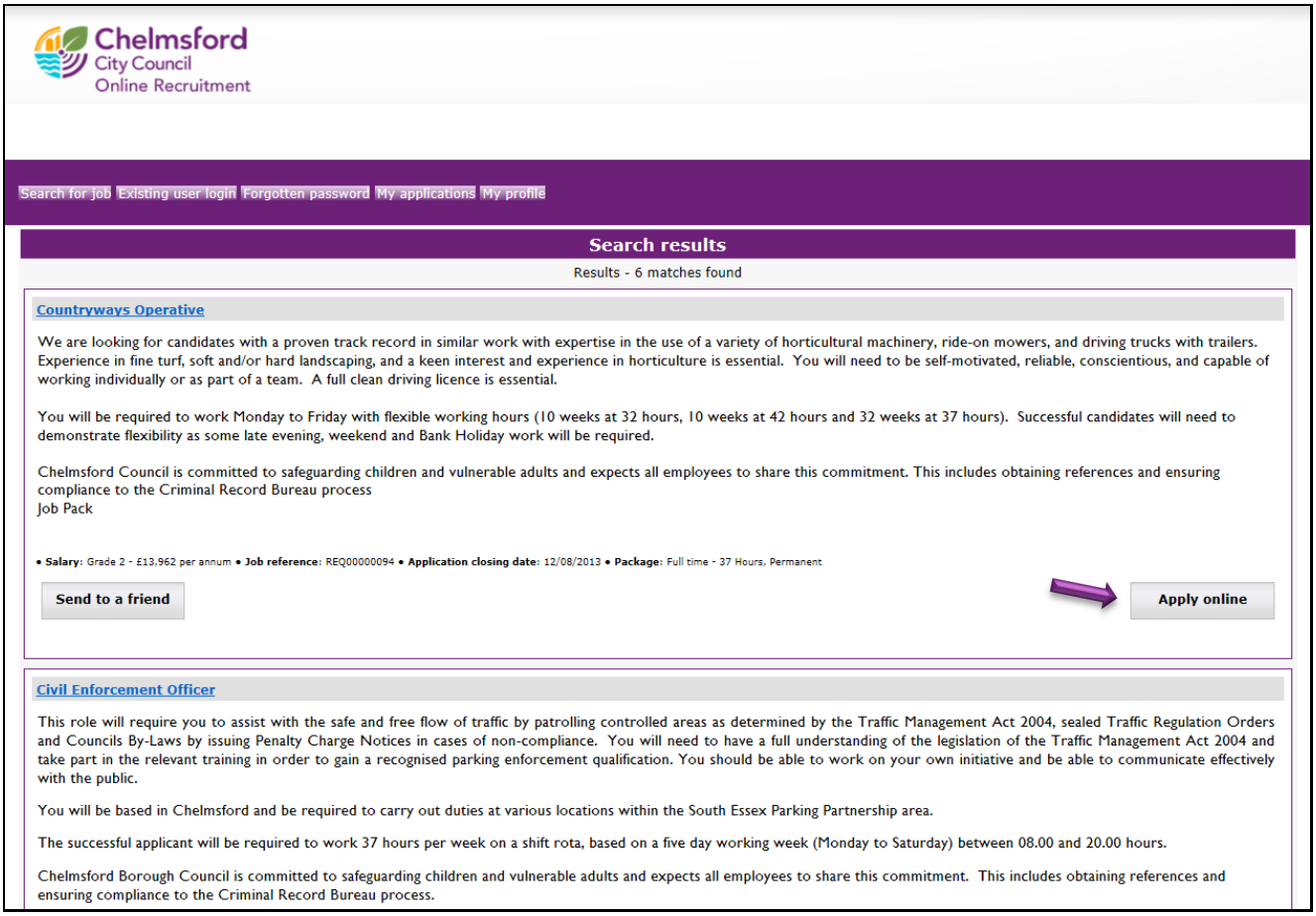
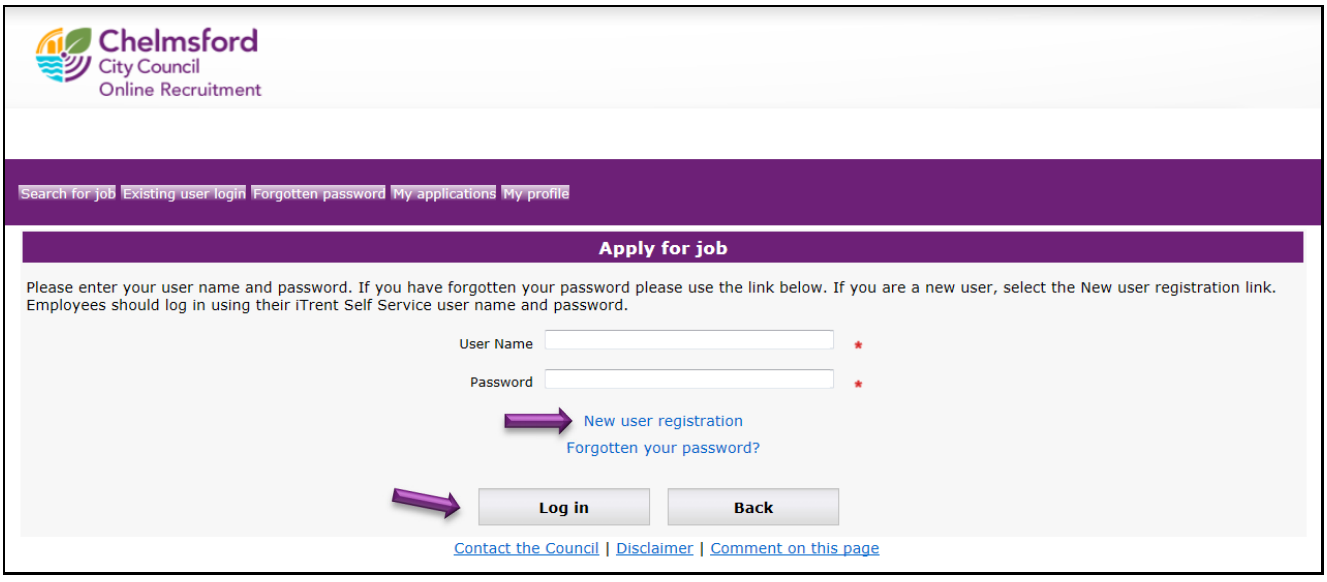
The 'Working for Chelmsford Council' page provides lots of useful information about working for Chelmsford City Council.

By clicking the 'Current Vacancies' section you will be directed to the list of current job adverts.

To apply for a job click the 'Apply online' button within the job advert.


Chelmsford City Council Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Search results
Results - 6 matches found
Countryways Operative
We are looking for candidates with a proven track record in similar work with expertise in the use of a variety of horticultural machinery, ride-on mowers, and driving trucks with trailers. Experience in fine turf, soft and/or hard landscaping, and a keen interest and experience in horticulture is essential. You will need to be self-motivated, reliable, conscientious, and capable of working individually or as part of a team. A full clean driving licence is essential.
You will be required to work Monday to Friday with flexible working hours (10 weeks at 32 hours, 10 weeks at 42 hours and 32 weeks at 37 hours). Successful candidates will need to demonstrate flexibility as some late evening, weekend and Bank Holiday work will be required.
Chelmsford Council is committed to safeguarding children and vulnerable adults and expects all employees to share this commitment. This includes obtaining references and ensuring compliance to the Criminal Record Bureau process
Job Pack
• Salary: Grade 2 - £13,962 per annum • Job reference: REQ00000094 • Application closing date: 12/08/2013 • Package: Full time - 37 Hours, Permanent
Send to a friend
Apply online
Civil Enforcement Officer
This role will require you to assist with the safe and free flow of traffic by patrolling controlled areas as determined by the Traffic Management Act 2004, sealed Traffic Regulation Orders and Councils By-Laws by issuing Penalty Charge Notices in cases of non-compliance. You will need to have a full understanding of the legislation of the Traffic Management Act 2004 and take part in the relevant training in order to gain a recognised parking enforcement qualification. You should be able to work on your own initiative and be able to communicate effectively with the public.
You will be based in Chelmsford and be required to carry out duties at various locations within the South Essex Parking Partnership area.
The successful applicant will be required to work 37 hours per week on a shift rota, based on a five day working week (Monday to Saturday) between 08.00 and 20.00 hours.
Chelmsford Borough Council is committed to safeguarding children and vulnerable adults and expects all employees to share this commitment. This includes obtaining references and ensuring compliance to the Criminal Record Bureau process.

You will be directed to the 'Apply for jobs' page.


Chelmsford City Council Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Apply for job
Please enter your user name and password. If you have forgotten your password please use the link below. If you are a new user, select the New user registration link.
Employees should log in using their iTrent Self Service user name and password.
User Name
Password
New user registration
Forgotten your password?
Log in
Back
Contact the Council | Disclaimer | Comment on this page

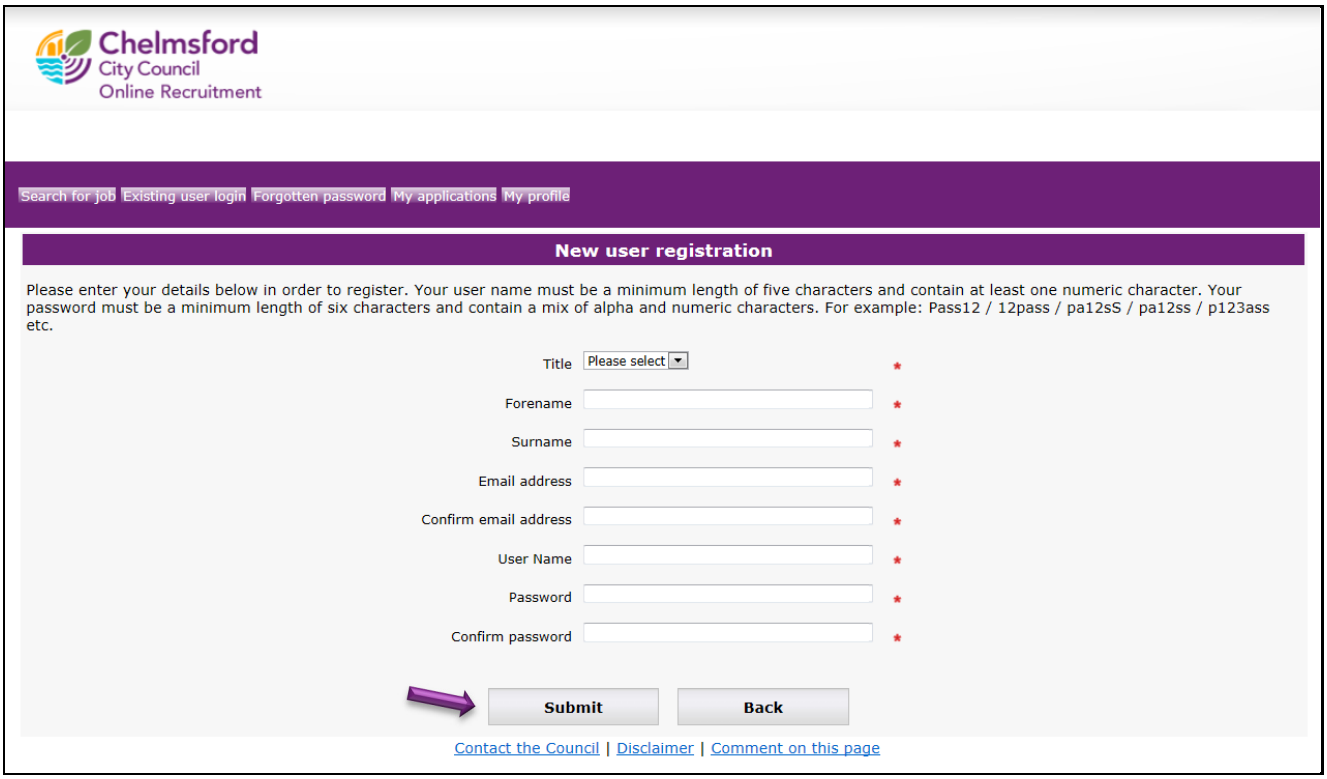
If you already have a user account, fill in your user name and password and click the 'Log in' button. You will be directed to the online application form (see section 2 below).

If you are a new user, select the 'New user registration' link to set up a user account (see section1 below).

Note: *You must setup a user account to be able to apply for jobs. If you are an existing Chelmsford City Council employee, you should already have a username and password. It is the one that you use to login to Self Service. Login here using the same details.*

1. New User Registration

To setup a new user account, click the 'Apply online' button on a job advert (see section 1 above) and choose 'New user registration' link. You will be directed to the 'New user registration' page:


Chelmsford
City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
New user registration
Please enter your details below in order to register. Your user name must be a minimum length of five characters and contain at least one numeric character. Your password must be a minimum length of six characters and contain a mix of alpha and numeric characters. For example: Pass12 / 12pass / pa12sS / pa12ss / p123ass etc.
Title
Please select
Forename
Surname
Email address
Confirm email address
User Name
Password
Confirm password
Submit
Back
Contact the Council | Disclaimer | Comment on this page

The new user registration form requires you to complete the following:

- **Title** – click the drop down list icon to select your title.
- **Forename** – fill in your first name.
- **Surname** – fill in your surname.
- **Email address** – this is the email address Chelmsford City Council will use to send you correspondence relating to your job application(s).
- **Confirm email address** – fill in your email address again.
- **User Name** – choose and fill in a username (this must be a minimum of five characters and contain at least one numeric character e.g. USER9). You will use this user name each time you log into Chelmsford City Council web recruitment.
- **Password** – fill in a password (must be a minimum of six characters and contain at least one alpha and one numeric character e.g. 12Pass). You will use this password each time you log into Chelmsford City Council web recruitment.
- **Confirm password** – fill in your password again.

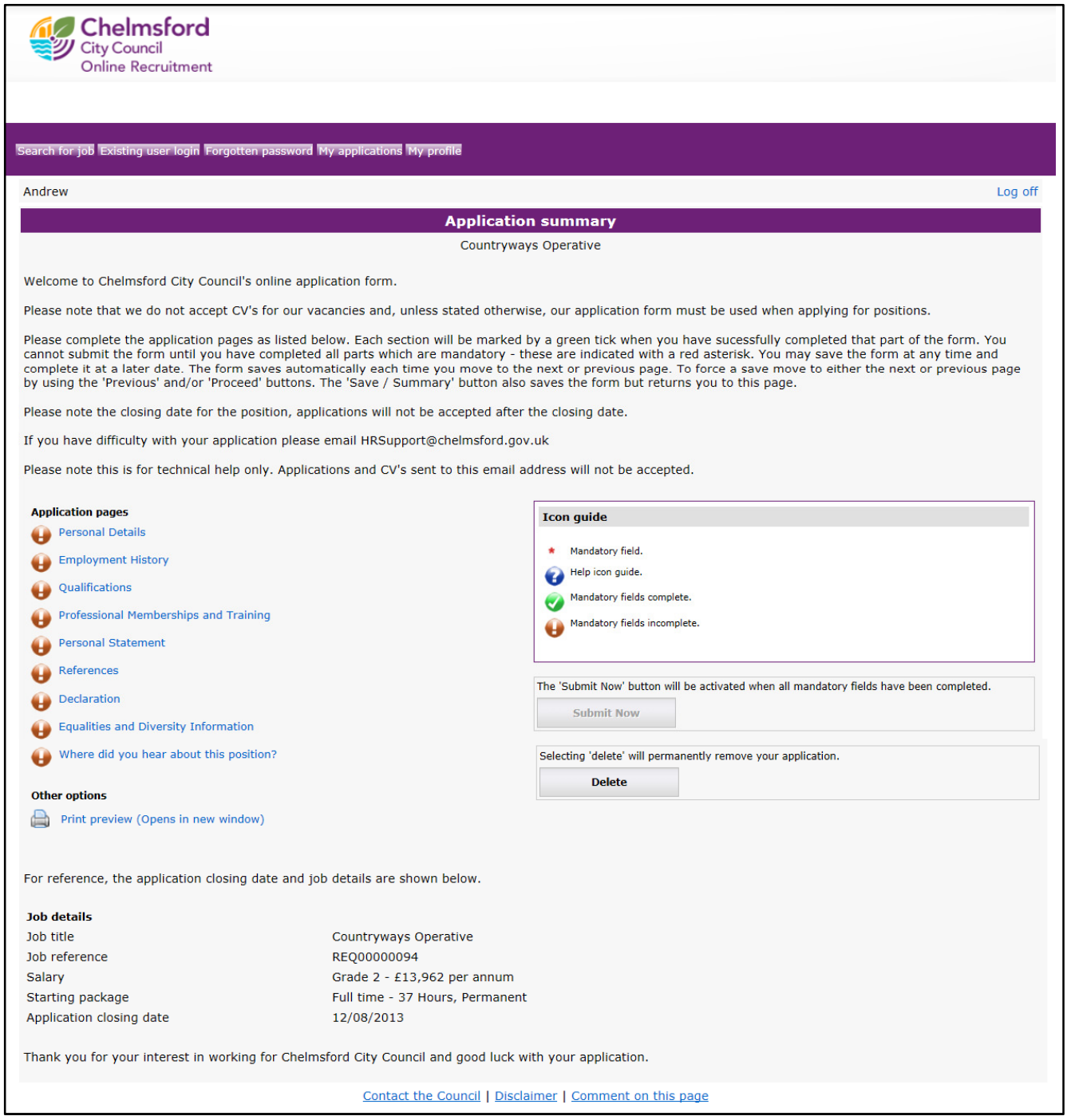
Note: *All fields marked with a red asterisk (*) are mandatory and must be filled in.*

When all the fields have been filled in, click the 'Submit' button. An email will be sent to the email address you registered with. This will confirm your registration details.

2. Completing the Online Application Form

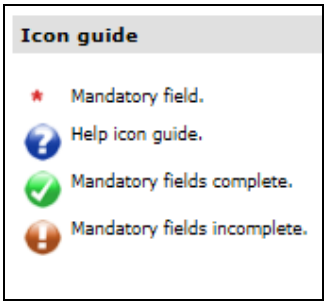
2.1. Application Summary Page

After logging in you will be directed to the 'Application summary' page:


Chelmsford City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Application summary
Countryways Operative
Welcome to Chelmsford City Council's online application form.
Please note that we do not accept CV's for our vacancies and, unless stated otherwise, our application form must be used when applying for positions.
Please complete the application pages as listed below. Each section will be marked by a green tick when you have sucessfully completed that part of the form. You cannot submit the form until you have completed all parts which are mandatory - these are indicated with a red asterisk. You may save the form at any time and complete it at a later date. The form saves automatically each time you move to the next or previous page. To force a save move to either the next or previous page by using the 'Previous' and/or 'Proceed' buttons. The 'Save / Summary' button also saves the form but returns you to this page.
Please note the closing date for the position, applications will not be accepted after the closing date.
If you have difficulty with your application please email HRSupport@chelmsford.gov.uk
Please note this is for technical help only. Applications and CV's sent to this email address will not be accepted.
Application pages
Personal Details
Employment History
Qualifications
Professional Memberships and Training
Personal Statement
References
Declaration
Equalities and Diversity Information
Where did you hear about this position?
Other options
Print preview (Opens in new window)
Icon guide
Mandatory field.
Help icon guide.
Mandatory fields complete.
Mandatory fields incomplete.
The 'Submit Now' button will be activated when all mandatory fields have been completed.
Submit Now
Selecting 'delete' will permanently remove your application.
Delete
For reference, the application closing date and job details are shown below.
Job details
Job title Countryways Operative
Job reference REQ00000094
Salary Grade 2 - £13,962 per annum
Starting package Full time - 37 Hours, Permanent
Application closing date 12/08/2013
Thank you for your interest in working for Chelmsford City Council and good luck with your application.
Contact the Council | Disclaimer | Comment on this page

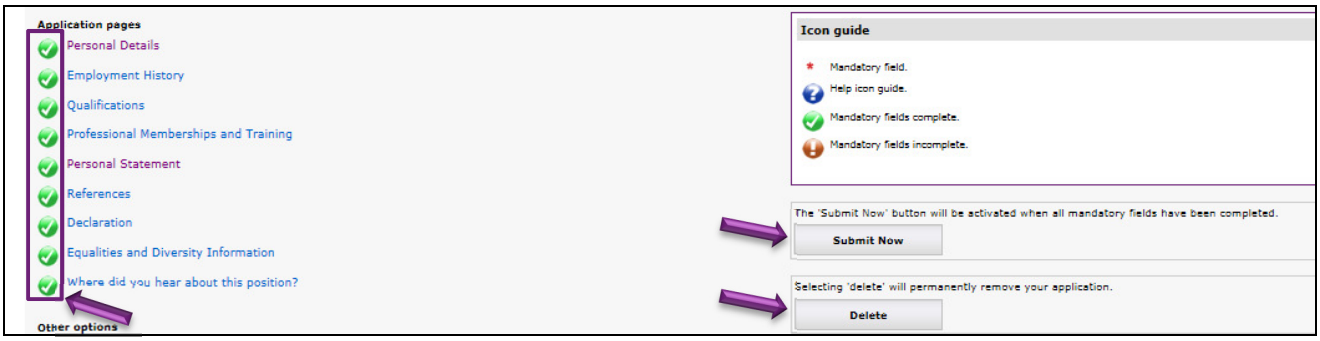
The application form is broken down into a number of sections. You will need to complete each of these in turn before the application can be submitted. There is an application page per section. Click an application page to fill in that section.

The Icon guide describes the icons you will come across as you move through the application form.



Help icons give you additional information on completing the field you are filling in. Just click or hover over the help icon.

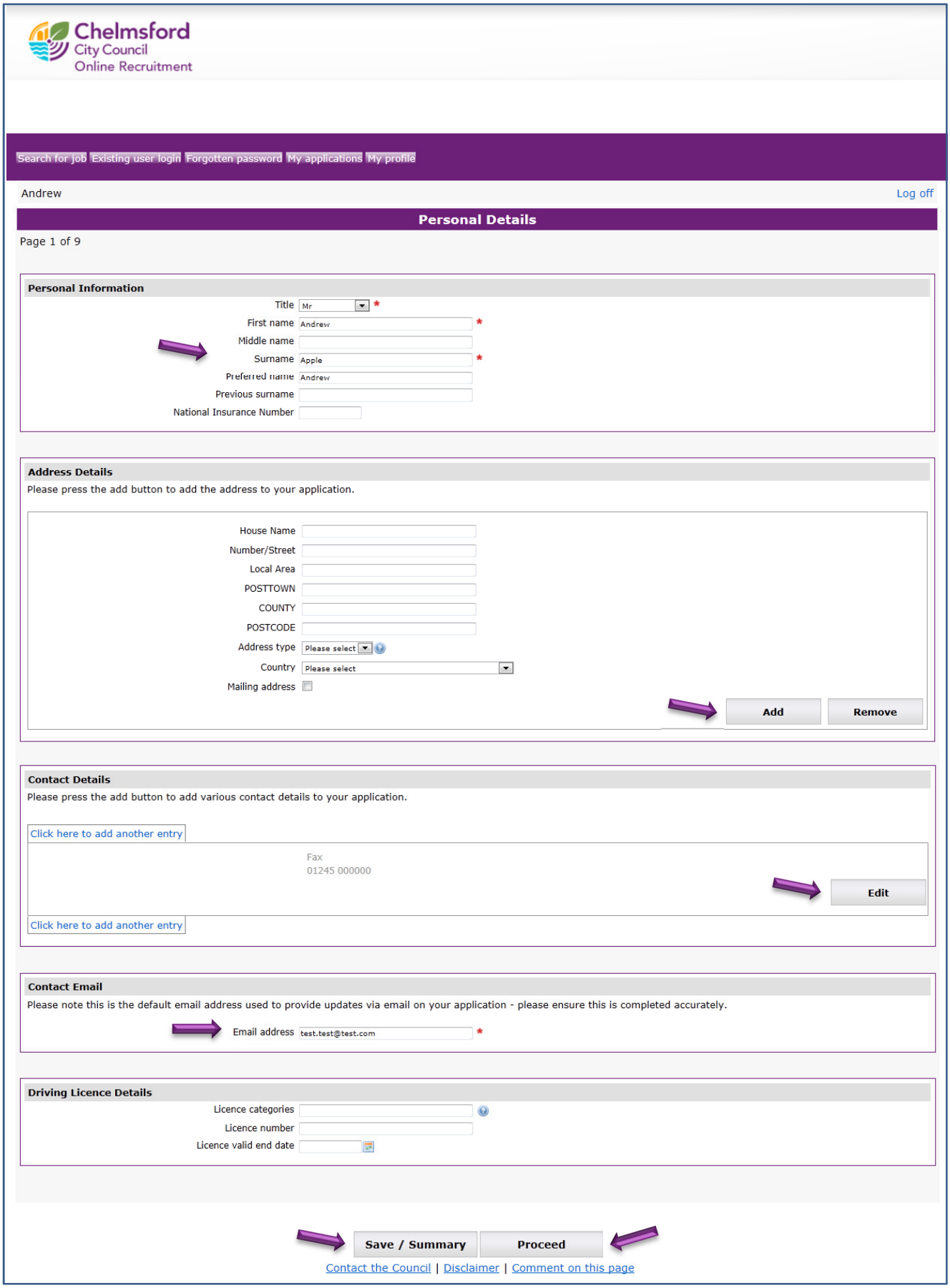
The 'Submit Now' button will not activate until all mandatory fields (*) within each application page have been completed. When all the application pages show a green tick , the 'Submit Now' button will become available and you can then submit your application form (see section 3 below).



By selecting the 'Delete' button your whole application form will be deleted.

2.2. Personal Details Page

This is the first of the application pages. Please ensure this page is fully completed with your personal details so we are able to contact you about your application.



Under personal information you will see your title, first name, surname and email address. These have been pre-populated using the details you supplied when you registered. (For internal applications some of these fields will be un-editable, if these fields are to be amended then this should be done through Self Service).

On some application pages you will see 'Add' and 'Remove' buttons. This facility allows you to input information which may have multiple occurrences. For example, you may have multiple addresses.

To add more than one address simply fill in your address details and click the 'Add' button. You will see the message ' The item has been added successfully' together with a new blank address details section to add your next address. The first address you just filled in will be shown below the blank address details section. If you wish to remove the address details click the 'Edit' button and then the 'Remove' button.

Another way to add multiple occurrences is to click on the 'Click here to add another entry' tab if it is visible on the page

Note: *Sometimes when you come to submit your completed application form (after filling in all the sections), you may find that an individual application page may still be showing as incomplete.* *If this is the case, check that all the applications pages have had their mandatory fields completed particularly if you have used 'Add' to supply multiple occurrences such as addresses.*

You can continue through the application pages by clicking the 'Proceed' button. Alternatively you can click the 'Save / Summary' button and choose another application page from the Application Summary page.

When you click the 'Save / Summary' or 'Proceed' buttons, the details you just filled in will be saved. However, if you exit the page by closing the browser, the details on that page will be lost and you will have to fill them in again when you next login.

Driving Licence Details – This is required for roles where driving is listed as being either essential or desirable. You should ensure that all relevant categories are input as appropriate.

2.3. Employment History

Starting with your current / most recent job please give details of:

- **Employer / Education Name**
  If you were employed, enter the name of the employer. If you were in education at a school, college, or university then enter the name of the educational establishment. If you had a charity placement then enter the name of the establishment where you were placed.

- **Job Title**
  If you were in education at a school, college or university then please state 'Education'. If the work was voluntary then state 'Voluntary' .

- **Employment / Education Start Date**
  Select a date using the icon.

- **Employment / Education End Date**
  Select a date using the icon.

- **Category**
  Click the drop down list icon to select a category.

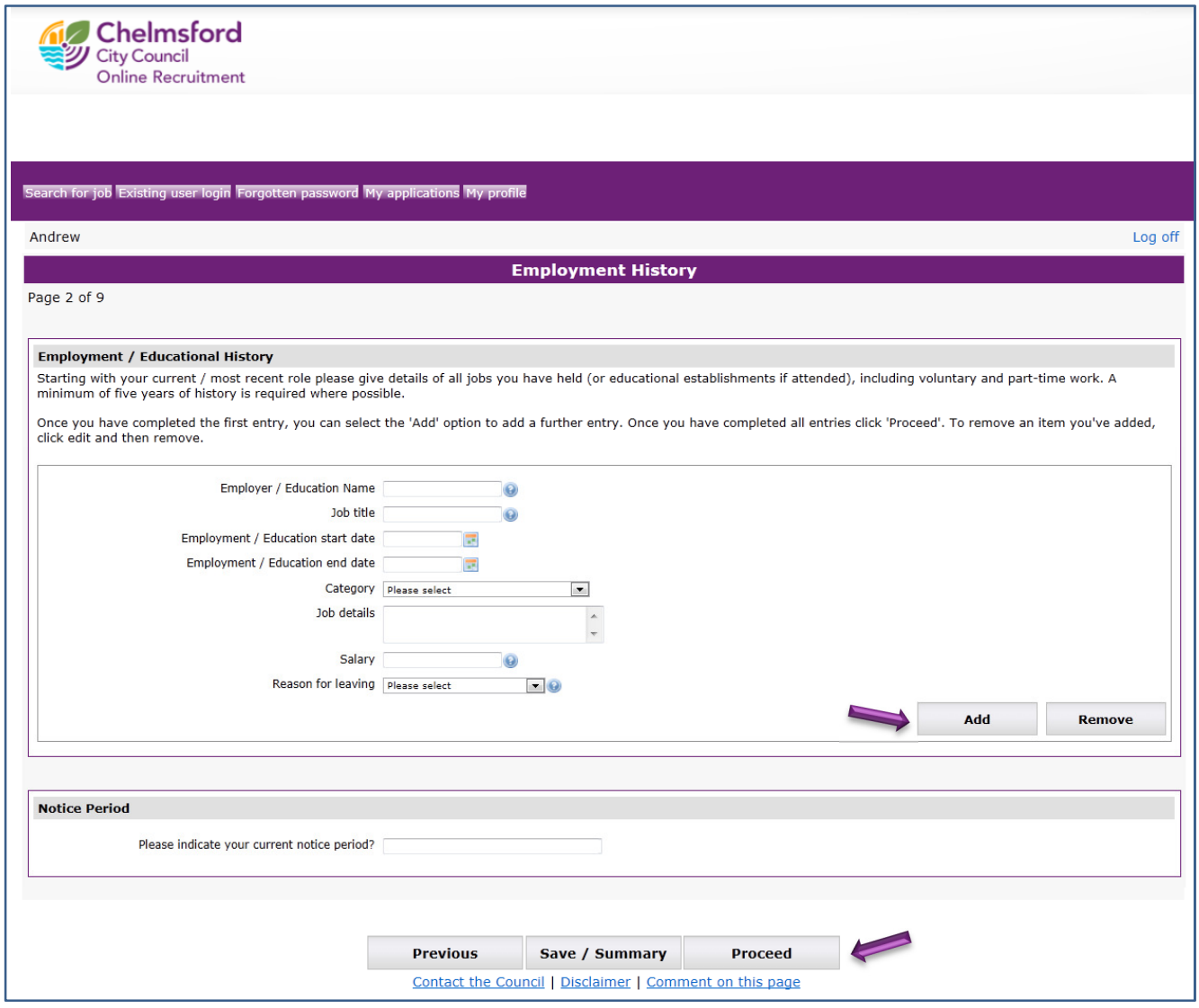
- **Job Details**
  Give a brief outline of your duties and responsibilities.

- **Salary**
  Annual salary without a "GBP" (£) symbol (e.g. 15000)

- **Reason for leaving**
  Click the drop down list icon to select a reason. This isn't required if you are still employed.

Using the 'Add' button, please detail (i) all the jobs you have held (including voluntary and part-time work) (iii) educational establishments attended. A minimum of five years history is required where possible.

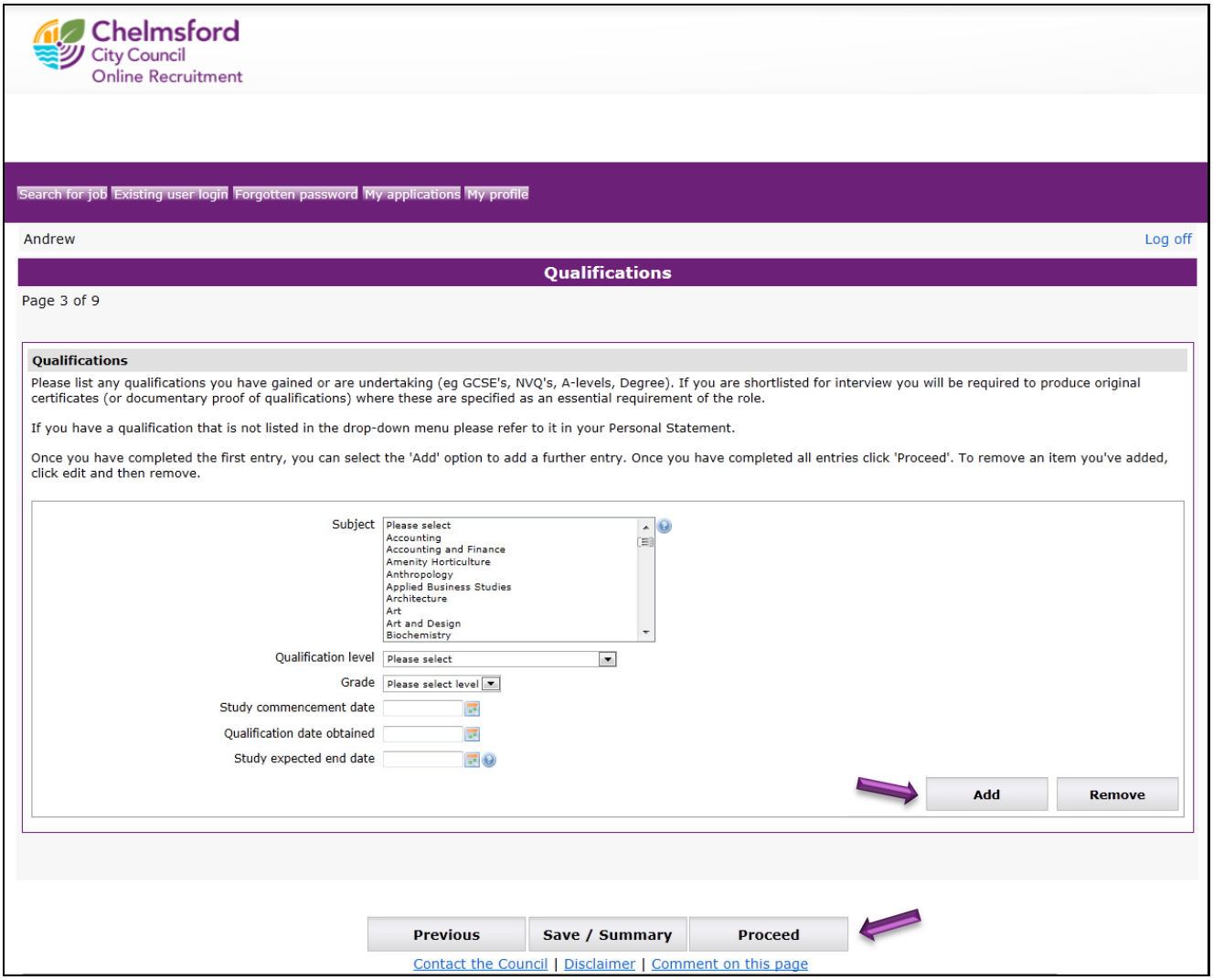
If you have only recently left school or do not have any previous employment, please provide details of part time summer work, work experience and any other work you have undertaken.


Chelmsford City Council Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Employment History
Page 2 of 9
Employment / Educational History
Starting with your current / most recent role please give details of all jobs you have held (or educational establishments if attended), including voluntary and part-time work. A minimum of five years of history is required where possible.
Once you have completed the first entry, you can select the 'Add' option to add a further entry. Once you have completed all entries click 'Proceed'. To remove an item you've added, click edit and then remove.
Employer / Education Name
Job title
Employment / Education start date
Employment / Education end date
Category
Please select
Job details
Salary
Reason for leaving
Please select
Add
Remove
Notice Period
Please indicate your current notice period?
Previous
Save / Summary
Proceed
Contact the Council | Disclaimer | Comment on this page

2.4. Qualifications

Please fill in the qualifications you have gained or are undertaking (e.g. GCSE's, NVQ's, A-levels, Degree). Use the 'Add' button to record each qualification. If you are shortlisted for interview you will be required to produce original certificates (or documentary proof of qualifications) where these are specified as an essential requirement of the role.

If you have a qualification that is not listed in the drop-down list please refer to it in your Personal Statement (see section 2.6 below).


Chelmsford City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Qualifications
Page 3 of 9
Qualifications
Please list any qualifications you have gained or are undertaking (eg GCSE's, NVQ's, A-levels, Degree). If you are shortlisted for interview you will be required to produce original certificates (or documentary proof of qualifications) where these are specified as an essential requirement of the role.
If you have a qualification that is not listed in the drop-down menu please refer to it in your Personal Statement.
Once you have completed the first entry, you can select the 'Add' option to add a further entry. Once you have completed all entries click 'Proceed'. To remove an item you've added, click edit and then remove.
Subject
Please select
Accounting
Accounting and Finance
Amenity Horticulture
Anthropology
Applied Business Studies
Architecture
Art
Art and Design
Biochemistry
Qualification level
Please select
Grade
Please select level
Study commencement date
Qualification date obtained
Study expected end date
Add
Remove
Previous
Save / Summary
Proceed
Contact the Council | Disclaimer | Comment on this page

2.5. Professional Memberships and Training

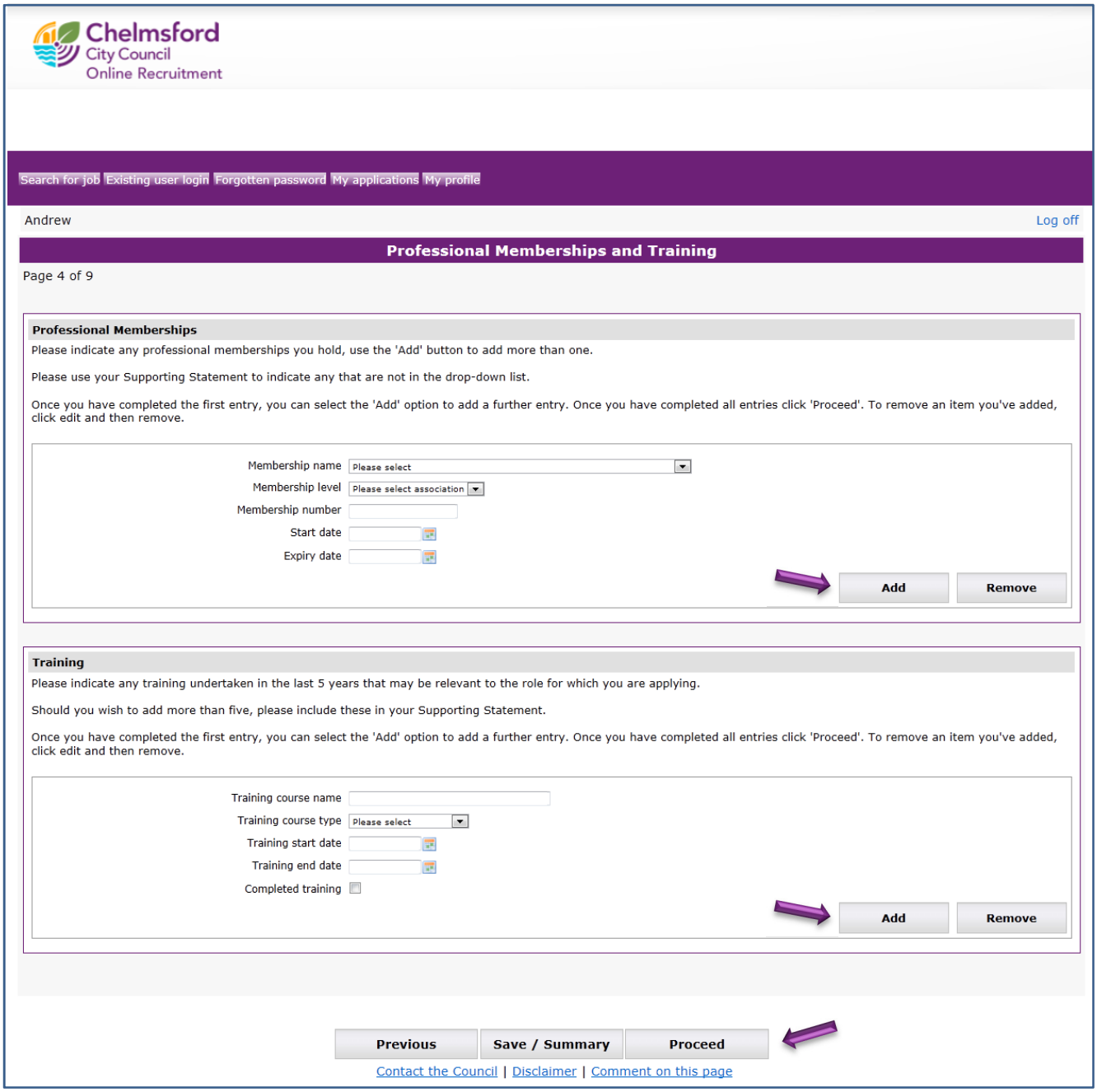
Professional Memberships

Please indicate any professional memberships you hold. Use the 'Add' button to add more than one. If the membership is not listed in the drop down list then please add the details to your Supporting Statement (see section 2.6 below).

Training

Please detail any training undertaken in the last 5 years that may be relevant to the role for which you are applying. Use the 'Add' button to add more than one training event. If you wish to add more

than 5 year's worth of training, please include these additional events in your supporting statement (see section 2.6 below).


Chelmsford
City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Professional Memberships and Training
Page 4 of 9
Professional Memberships
Please indicate any professional memberships you hold, use the 'Add' button to add more than one.
Please use your Supporting Statement to indicate any that are not in the drop-down list.
Once you have completed the first entry, you can select the 'Add' option to add a further entry. Once you have completed all entries click 'Proceed'. To remove an item you've added, click edit and then remove.
Membership name
Please select
Membership level
Please select association
Membership number
Start date
Expiry date
Add
Remove
Training
Please indicate any training undertaken in the last 5 years that may be relevant to the role for which you are applying.
Should you wish to add more than five, please include these in your Supporting Statement.
Once you have completed the first entry, you can select the 'Add' option to add a further entry. Once you have completed all entries click 'Proceed'. To remove an item you've added, click edit and then remove.
Training course name
Training course type
Please select
Training start date
Training end date
Completed training
Add
Remove
Previous
Save / Summary
Proceed
Contact the Council | Disclaimer | Comment on this page

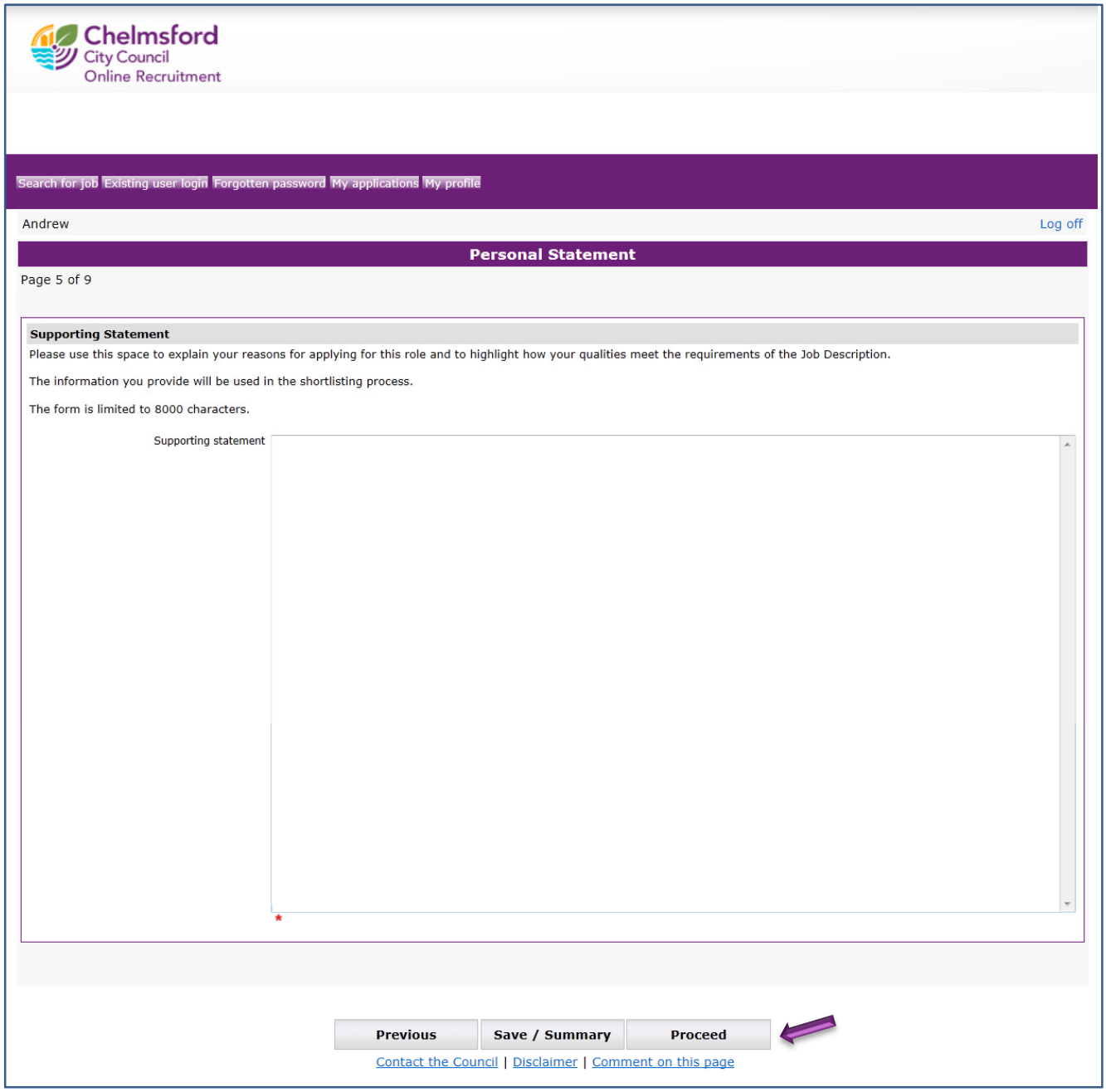
2.6. Personal Statement

This section provides you with the opportunity to say, in your own words, how you think you meet the requirements of the job description and why you should be selected for interview.

You can include information about your work experience, skills and any training you might want to include from all areas of your life.

Please remember that the people shortlisting the applications will be looking to see if you have evidenced how you meet the requirements of the Job Description.

The supporting statement is limited to 8000 characters (including spaces).

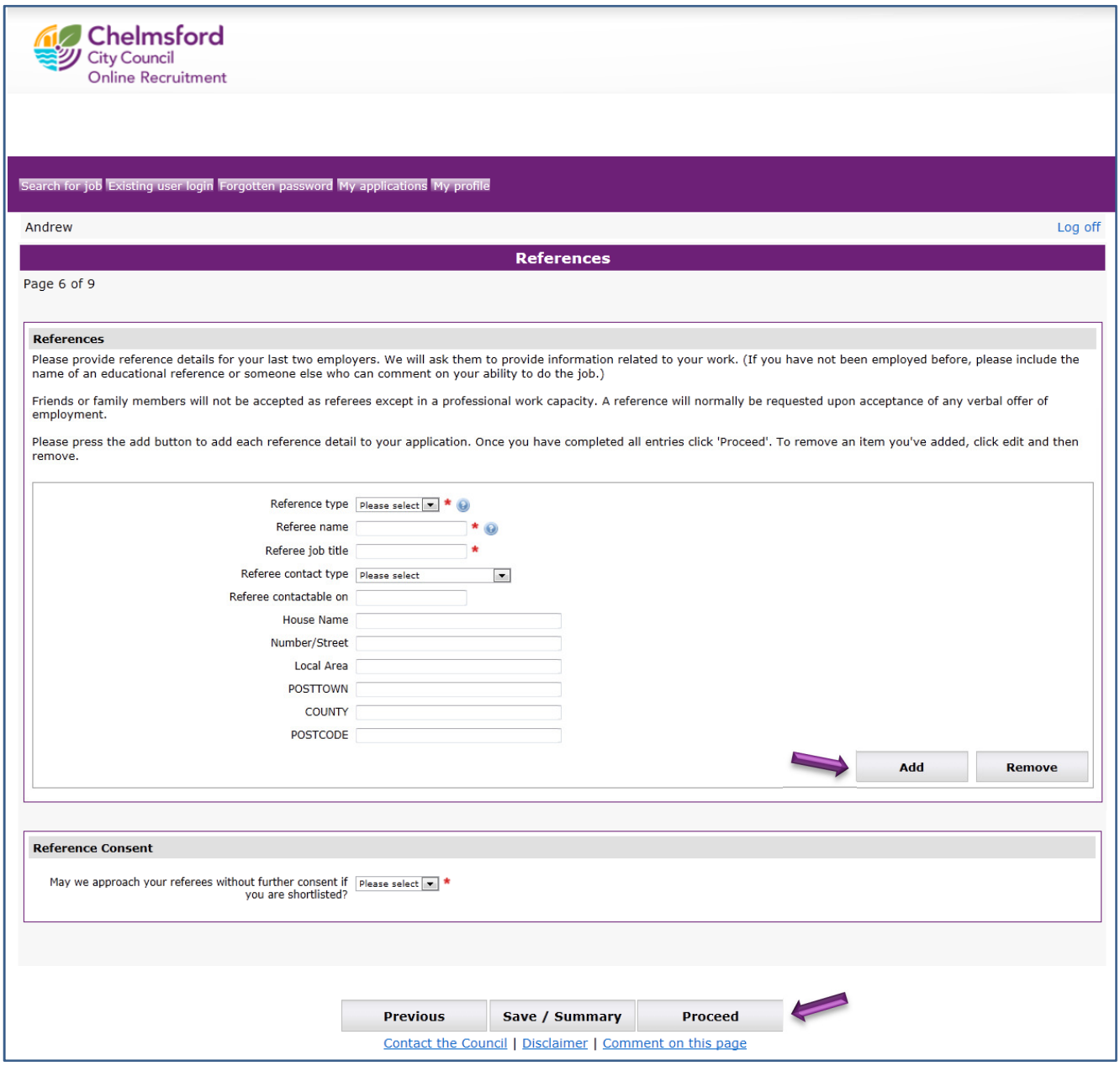

Chelmsford
City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Personal Statement
Page 5 of 9
Supporting Statement
Please use this space to explain your reasons for applying for this role and to highlight how your qualities meet the requirements of the Job Description.
The information you provide will be used in the shortlisting process.
The form is limited to 8000 characters.
Supporting statement
Previous
Save / Summary
Proceed
Contact the Council | Disclaimer | Comment on this page

2.7. References

Please provide reference details for your last **two** employers. We will ask them to provide information related to your work (If you have not been employed before, please include the name of an educational referee or someone else who can comment on your ability to do the job).

Friends or family members will not be accepted as referees except in a professional work capacity. A reference will normally be requested upon acceptance of any verbal offer of employment.

Please click the 'Add' button to add each reference to your application. Once you have completed all entries click 'Proceed'. To remove an item you've added, click 'Edit' then 'Remove'.


Chelmsford
City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
References
Page 6 of 9
References
Please provide reference details for your last two employers. We will ask them to provide information related to your work. (If you have not been employed before, please include the name of an educational reference or someone else who can comment on your ability to do the job.)
Friends or family members will not be accepted as referees except in a professional work capacity. A reference will normally be requested upon acceptance of any verbal offer of employment.
Please press the add button to add each reference detail to your application. Once you have completed all entries click 'Proceed'. To remove an item you've added, click edit and then remove.
Reference type
Please select
Referee name
Referee job title
Referee contact type
Please select
Referee contactable on
House Name
Number/Street
Local Area
POSTTOWN
COUNTY
POSTCODE
Add
Remove
Reference Consent
May we approach your referees without further consent if you are shortlisted?
Please select
Previous
Save / Summary
Proceed
Contact the Council | Disclaimer | Comment on this page

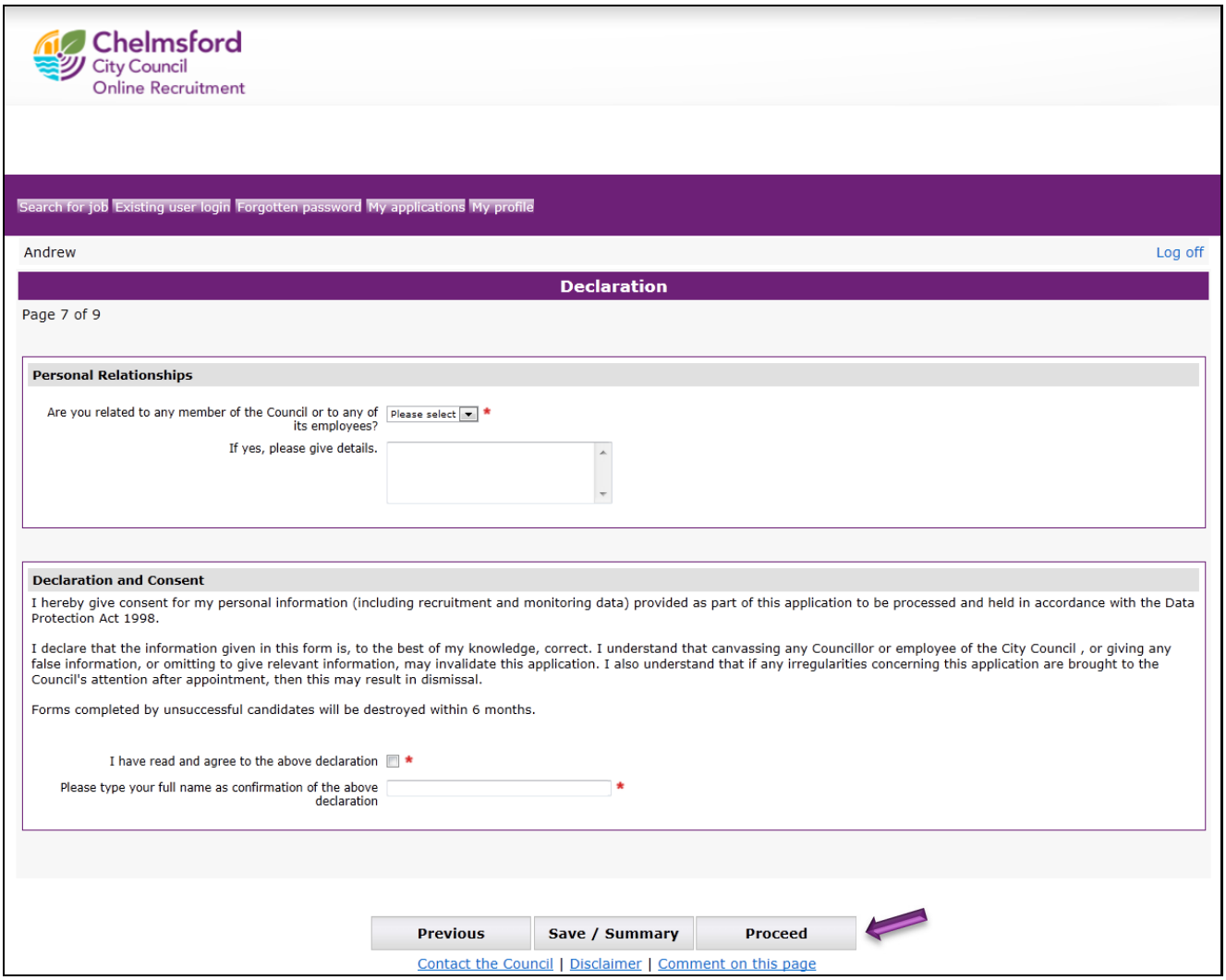
2.8. Declaration and Personal Relationships

Personal Relationships

Please indicate if you are related to any member/employee of this Council.

Declaration and Consent

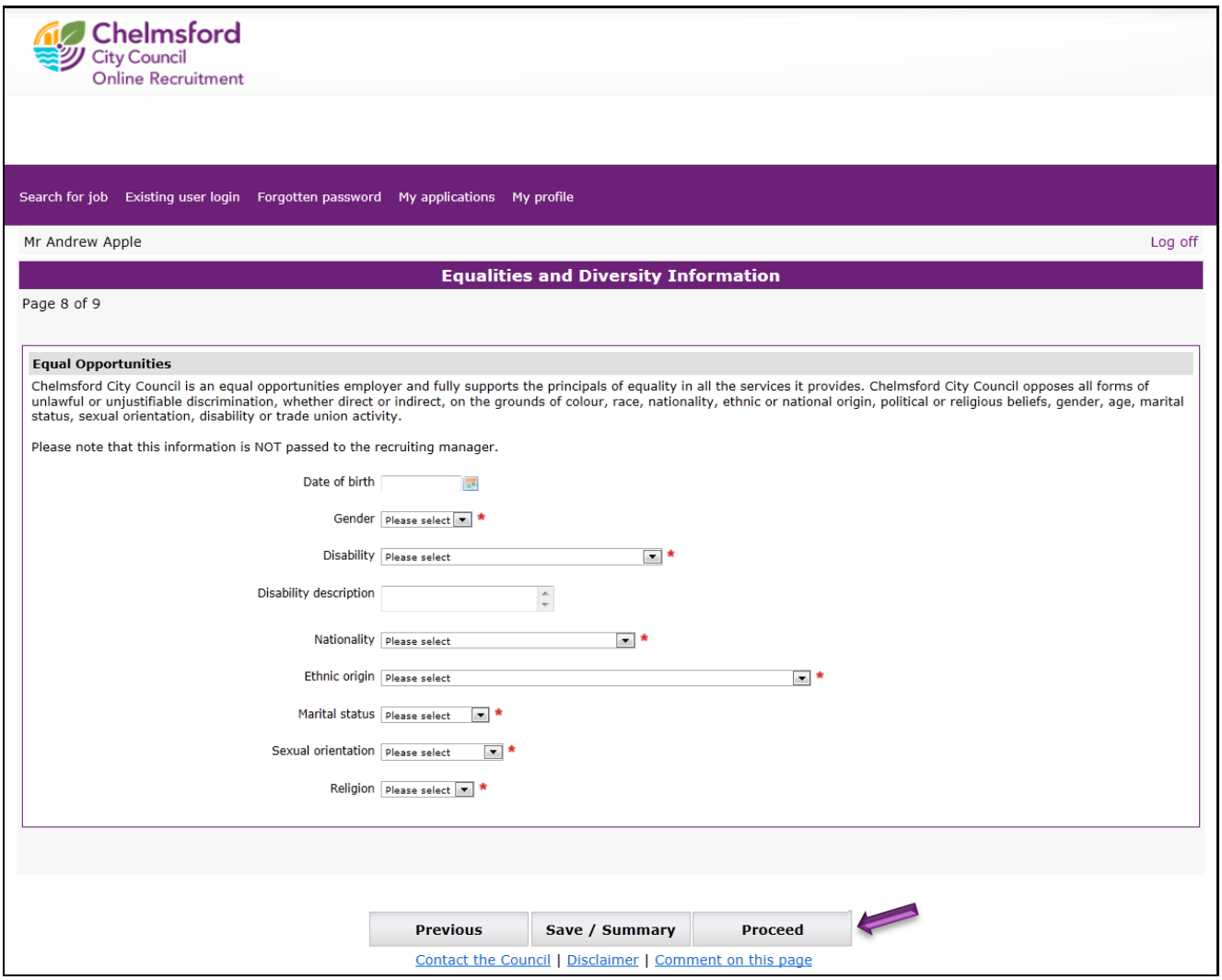
Please ensure you read the declaration, agree it (by tick box) and fill in your full name to confirm the information you have provided is correct. This is also required to enable us to carry out any pre-employment vetting if you are successful in your application.


Chelmsford
City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Declaration
Page 7 of 9
Personal Relationships
Are you related to any member of the Council or to any of its employees?
Please select
If yes, please give details.
Declaration and Consent
I hereby give consent for my personal information (including recruitment and monitoring data) provided as part of this application to be processed and held in accordance with the Data Protection Act 1998.
I declare that the information given in this form is, to the best of my knowledge, correct. I understand that canvassing any Councillor or employee of the City Council , or giving any false information, or omitting to give relevant information, may invalidate this application. I also understand that if any irregularities concerning this application are brought to the Council's attention after appointment, then this may result in dismissal.
Forms completed by unsuccessful candidates will be destroyed within 6 months.
I have read and agree to the above declaration
Please type your full name as confirmation of the above declaration
Previous
Save / Summary
Proceed
Contact the Council | Disclaimer | Comment on this page

2.9. Equalities and Diversity Information

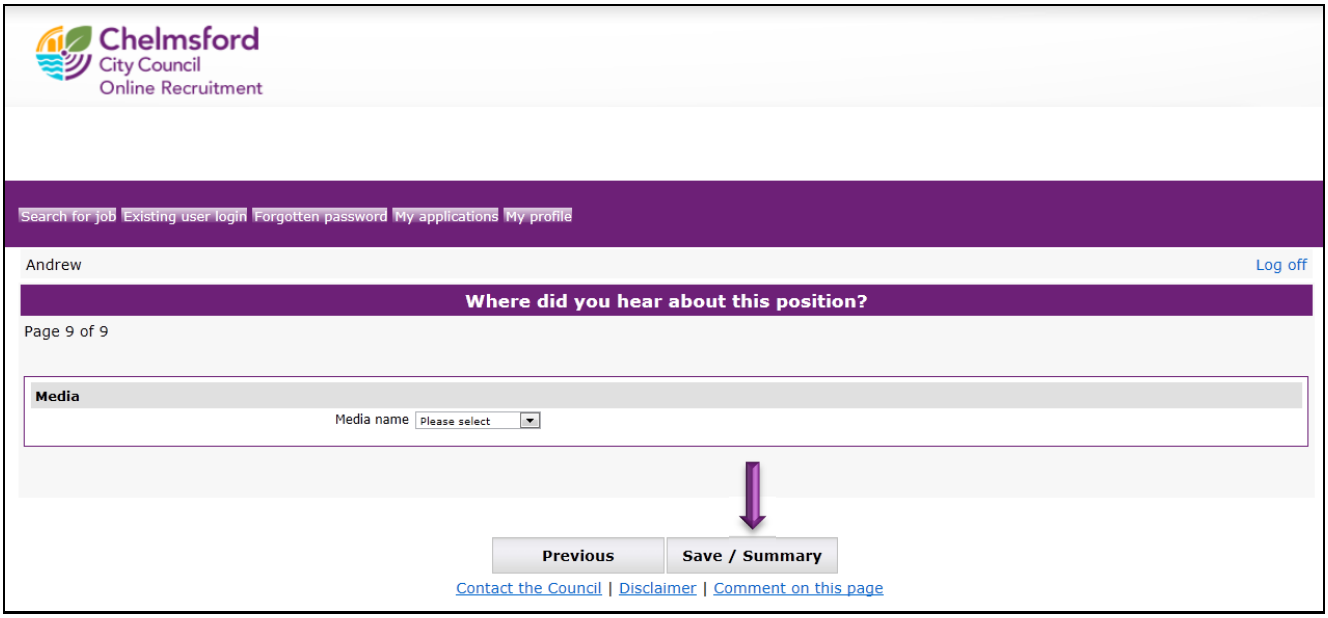
Chelmsford City Council is an equal opportunities employer and fully supports the principals of equality in all the services it provides. Chelmsford City Council opposes all forms of unlawful or unjustifiable discrimination, whether direct or indirect, on the grounds of colour, race, nationality, ethnic or national origin, political or religious beliefs, gender, age, marital status, sexual orientation, disability or trade union activity.

Please note that this information is NOT passed to the recruiting manager.


Chelmsford City Council Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Mr Andrew Apple
Log off
Equalities and Diversity Information
Page 8 of 9
Equal Opportunities
Chelmsford City Council is an equal opportunities employer and fully supports the principals of equality in all the services it provides. Chelmsford City Council opposes all forms of unlawful or unjustifiable discrimination, whether direct or indirect, on the grounds of colour, race, nationality, ethnic or national origin, political or religious beliefs, gender, age, marital status, sexual orientation, disability or trade union activity.
Please note that this information is NOT passed to the recruiting manager.
Date of birth
Gender
Please select
Disability
Please select
Disability description
Nationality
Please select
Ethnic origin
Please select
Marital status
Please select
Sexual orientation
Please select
Religion
Please select
Previous
Save / Summary
Proceed
Contact the Council | Disclaimer | Comment on this page

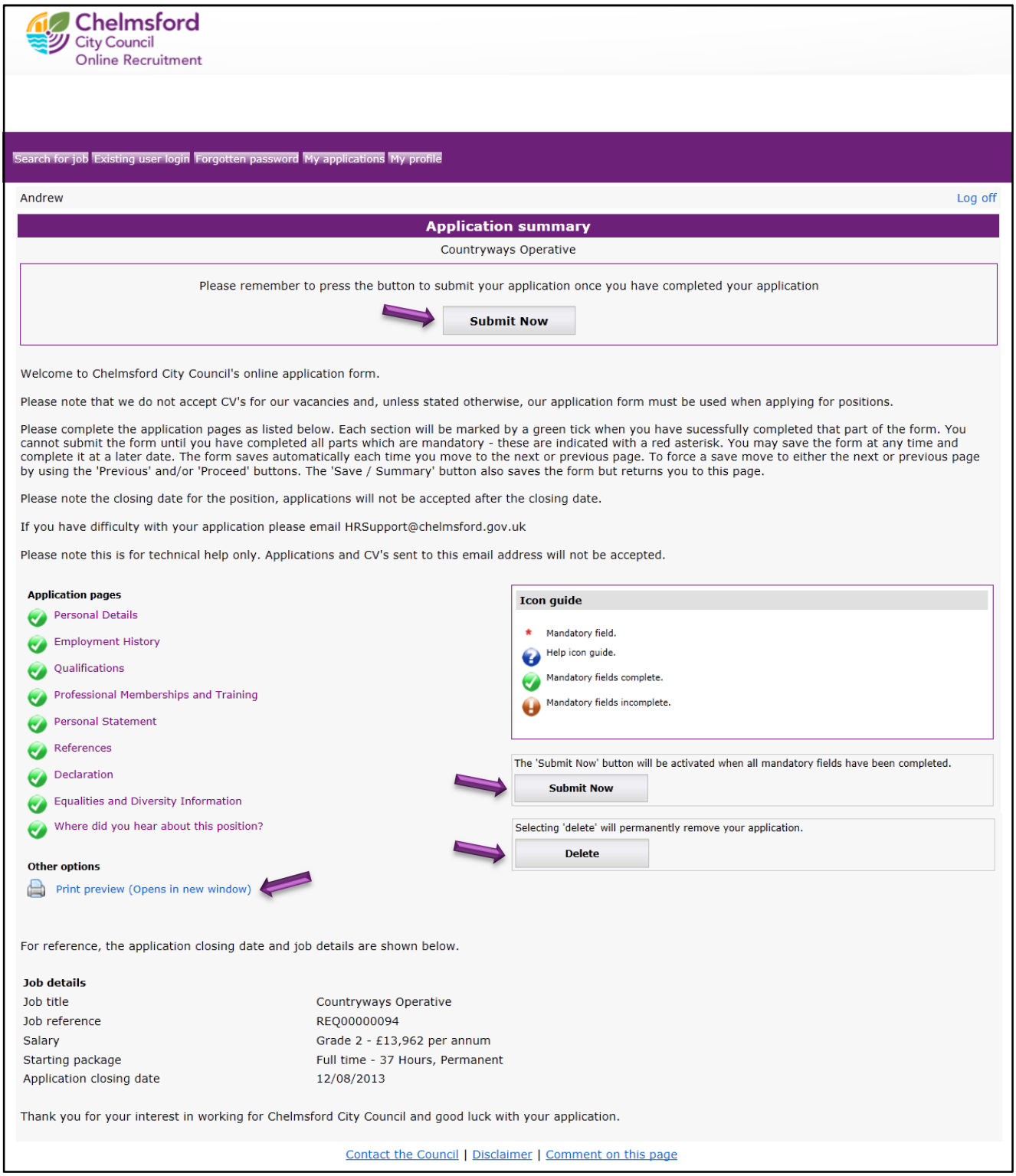
2.10. Where did you hear about this position

Please select an answer from the drop down list .



3. Submitting your Application Form

Once your application form is complete all application pages should be showing a green tick. You can now review, print, delete or submit your application form.


Chelmsford City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Application summary
Countryways Operative
Please remember to press the button to submit your application once you have completed your application
Submit Now
Welcome to Chelmsford City Council's online application form.
Please note that we do not accept CV's for our vacancies and, unless stated otherwise, our application form must be used when applying for positions.
Please complete the application pages as listed below. Each section will be marked by a green tick when you have sucessfully completed that part of the form. You cannot submit the form until you have completed all parts which are mandatory - these are indicated with a red asterisk. You may save the form at any time and complete it at a later date. The form saves automatically each time you move to the next or previous page. To force a save move to either the next or previous page by using the 'Previous' and/or 'Proceed' buttons. The 'Save / Summary' button also saves the form but returns you to this page.
Please note the closing date for the position, applications will not be accepted after the closing date.
If you have difficulty with your application please email HRSupport@chelmsford.gov.uk
Please note this is for technical help only. Applications and CV's sent to this email address will not be accepted.
Application pages
Personal Details
Employment History
Qualifications
Professional Memberships and Training
Personal Statement
References
Declaration
Equalities and Diversity Information
Where did you hear about this position?
Other options
Print preview (Opens in new window)
Icon guide
Mandatory field.
Help icon guide.
Mandatory fields complete.
Mandatory fields incomplete.
The 'Submit Now' button will be activated when all mandatory fields have been completed.
Submit Now
Selecting 'delete' will permanently remove your application.
Delete
For reference, the application closing date and job details are shown below.
Job details
Job title Countryways Operative
Job reference REQ00000094
Salary Grade 2 - £13,962 per annum
Starting package Full time - 37 Hours, Permanent
Application closing date 12/08/2013
Thank you for your interest in working for Chelmsford City Council and good luck with your application.
Contact the Council | Disclaimer | Comment on this page

3.1. Review and Print your Application Form

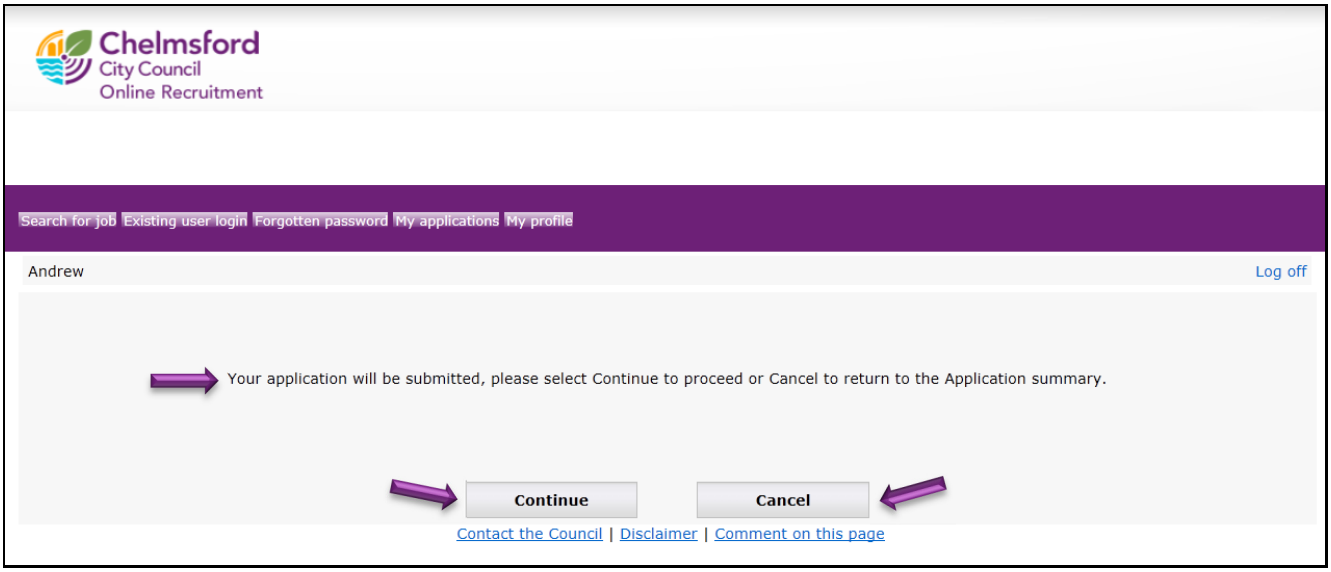
By clicking the ' Print Preview (Opens in new window)' link you will be able to view or print your application form before you submit it.

3.2. Deleting an Application Form

If you wish to permanently delete your application form from your user account without submitting it, go to the summary page and click the 'Delete' button.

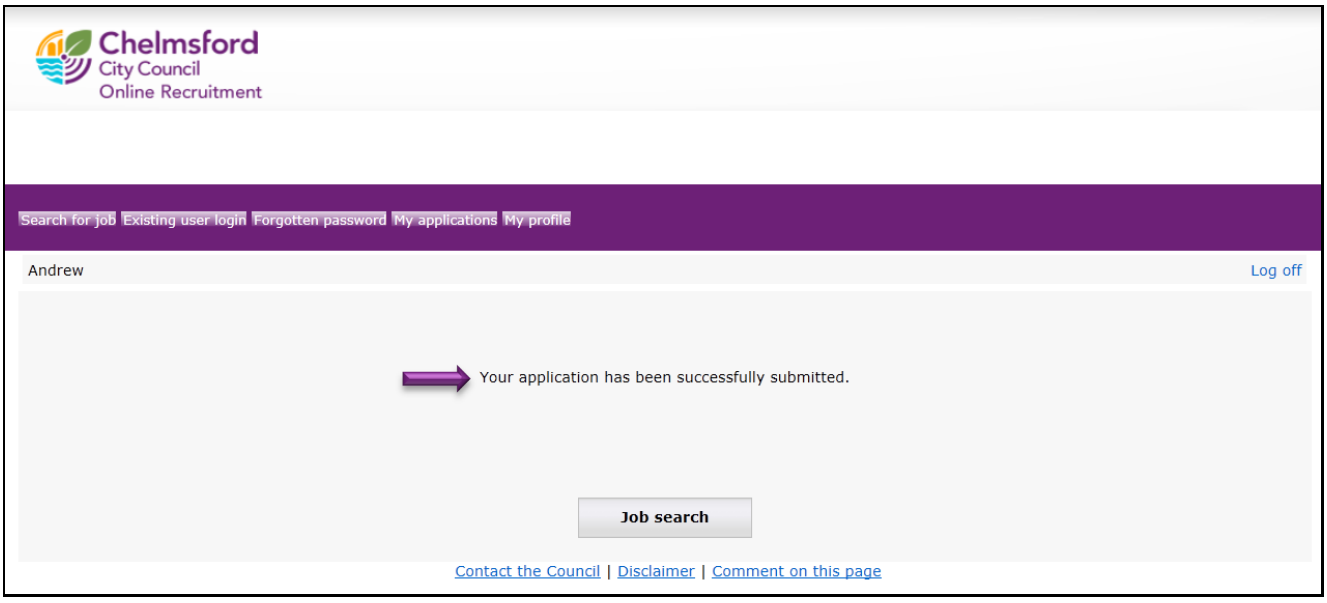
3.3. Submit Application Form

After clicking the 'Submit Now' button from the Application summary page a message page will pop up showing the following message:



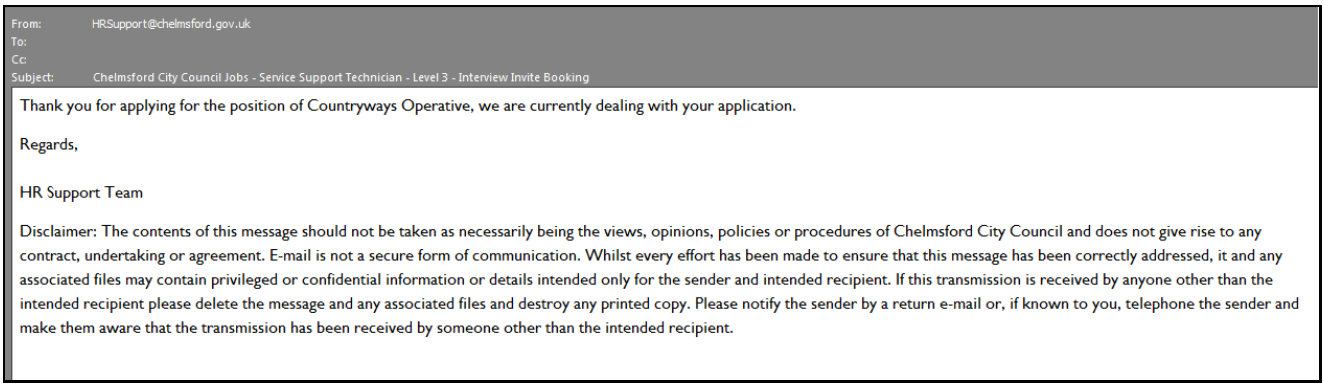
You can cancel your submission by clicking the 'Cancel' button; you will be redirected back to the Application summary page.

Clicking the 'Continue' button will send your application form and a message page will pop up showing the following message:



Note: *you will not be able to make further changes once your application has been submitted.*

Within 24 hours you should receive a confirmation email confirming the successful submission of your application form; this will be sent to the email address you registered with.


From: HRSupport@chelmsford.gov.uk
To:
Cc:
Subject: Chelmsford City Council Jobs - Service Support Technician - Level 3 - Interview Invite Booking

Thank you for applying for the position of Countryways Operative, we are currently dealing with your application.

Regards,

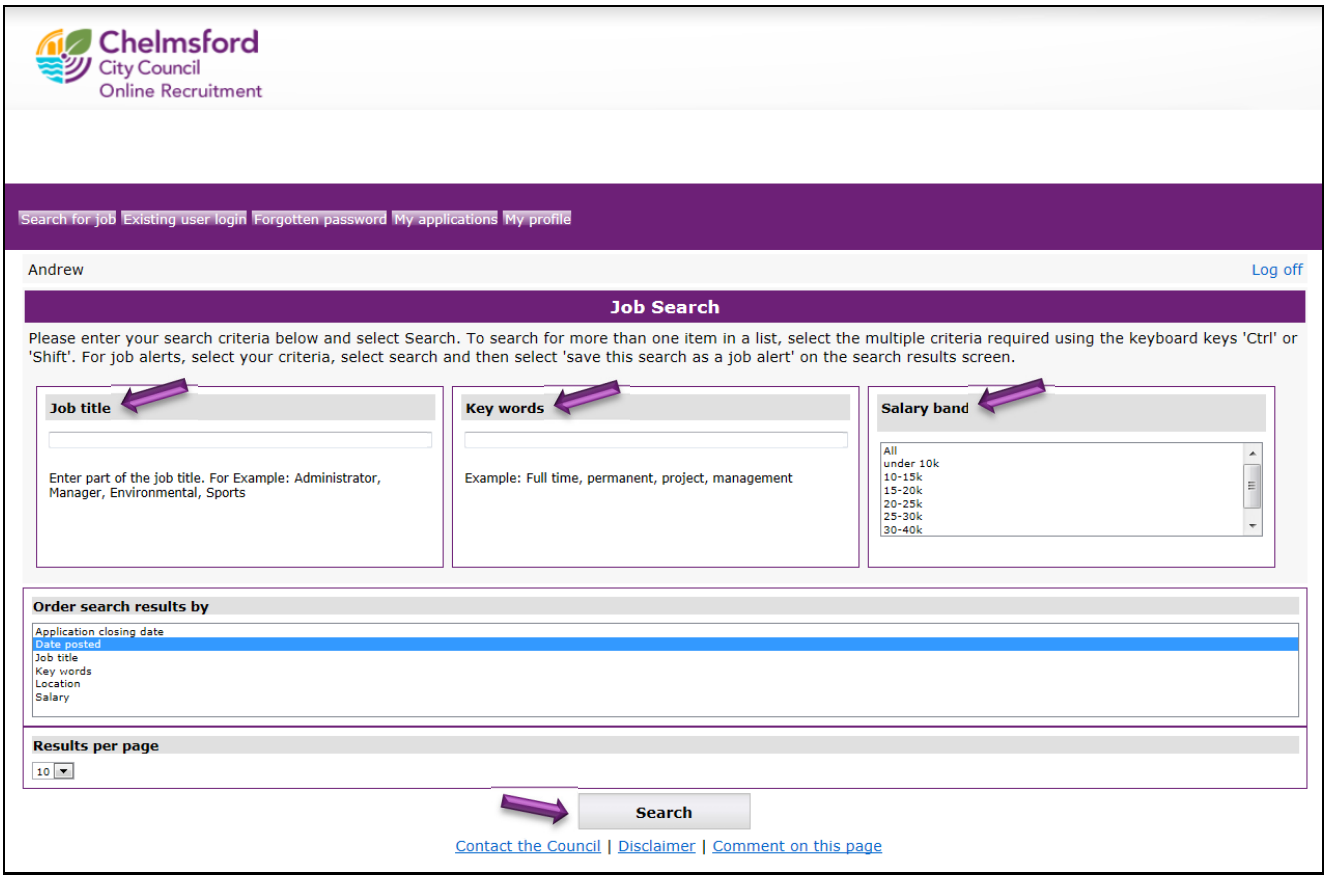
HR Support Team

Disclaimer: The contents of this message should not be taken as necessarily being the views, opinions, policies or procedures of Chelmsford City Council and does not give rise to any contract, undertaking or agreement. E-mail is not a secure form of communication. Whilst every effort has been made to ensure that this message has been correctly addressed, it and any associated files may contain privileged or confidential information or details intended only for the sender and intended recipient. If this transmission is received by anyone other than the intended recipient please delete the message and any associated files and destroy any printed copy. Please notify the sender by a return e-mail or, if known to you, telephone the sender and make them aware that the transmission has been received by someone other than the intended recipient.

4. Managing your Applications / User Account

4.1. Search for a Job

To search for a job using certain criteria like keywords then click 'Search for job' on the top menu bar.


Chelmsford City Council Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Job Search
Please enter your search criteria below and select Search. To search for more than one item in a list, select the multiple criteria required using the keyboard keys 'Ctrl' or 'Shift'. For job alerts, select your criteria, select search and then select 'save this search as a job alert' on the search results screen.
Job title
Enter part of the job title. For Example: Administrator, Manager, Environmental, Sports
Key words
Example: Full time, permanent, project, management
Salary band
All
under 10k
10-15k
15-20k
20-25k
25-30k
30-40k
Order search results by
Application closing date
Date posted
Job title
Key words
Location
Salary
Results per page
10
Search
Contact the Council | Disclaimer | Comment on this page

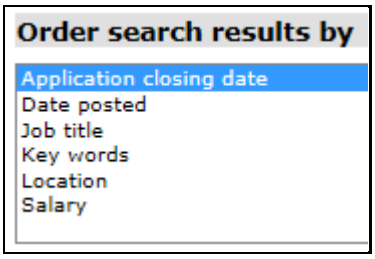
You can refine your job search by selecting/completing one or more of the following criteria:

- **Job title** – Enter either a full job title or any part of a job title e.g. Cleaner.
- **Key words** – Enter a key word that describes the job e.g. Manager.
- **Salary Band** – select the salary range from the pre filled list.

You can search for more than one item in the list by keeping the 'Ctrl' key on your keyboard pressed and clicking all the required items. Alternatively you can keep the 'Shift' key pressed and click the first and last items you wish to select. All items between these two items will be selected too.

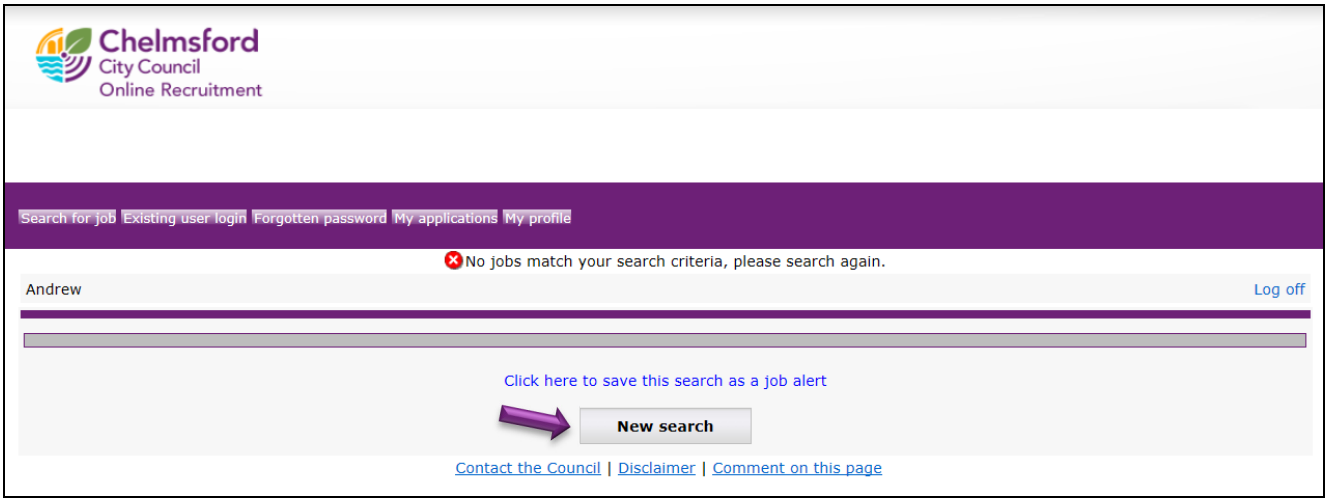
If you would like to search for all jobs currently advertised, do not enter any criteria.

Additionally there is an option to order your search results by:



Once you have selected as many or as few search criteria as you require, click the 'Search' button.

If no jobs match your search criteria you will see the following page:

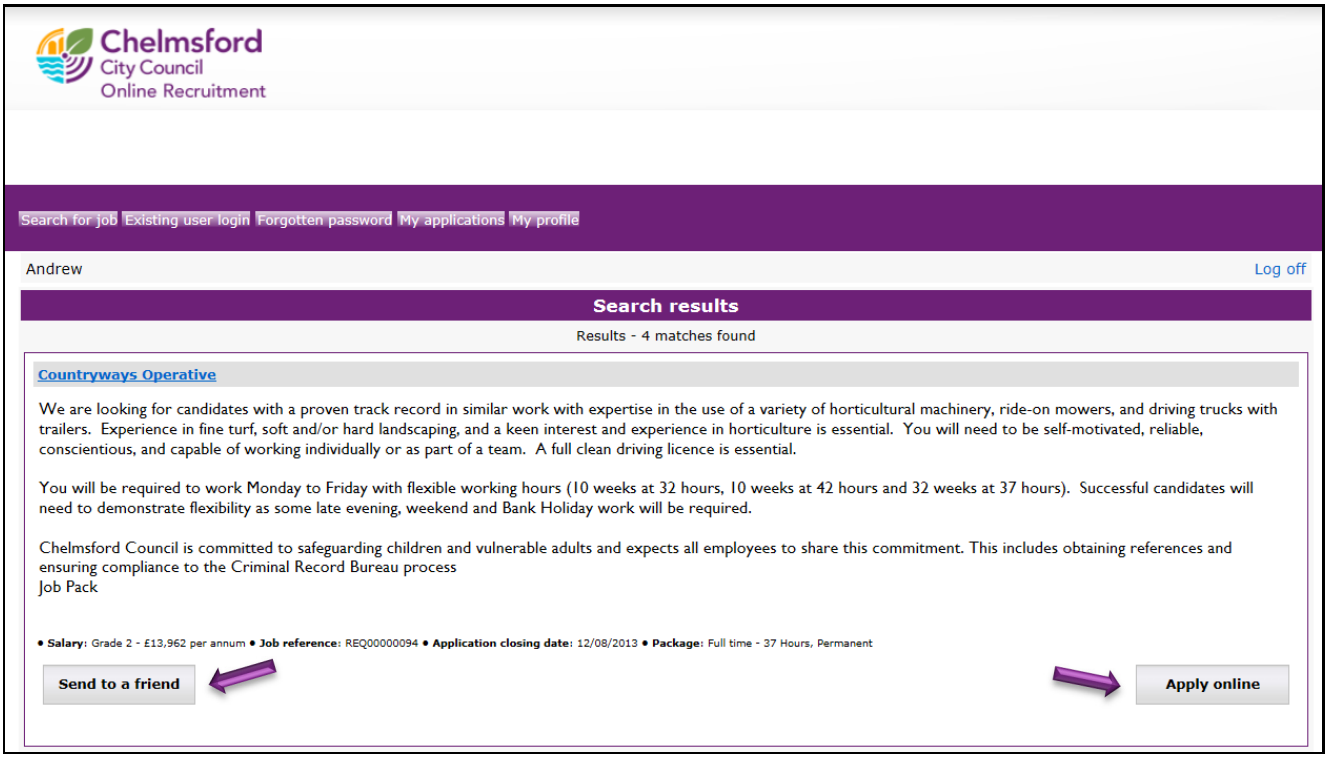


You can select the 'New search' button to start another search.

Alternatively if your search criteria does match one or more jobs, you will see a results page with those jobs listed.

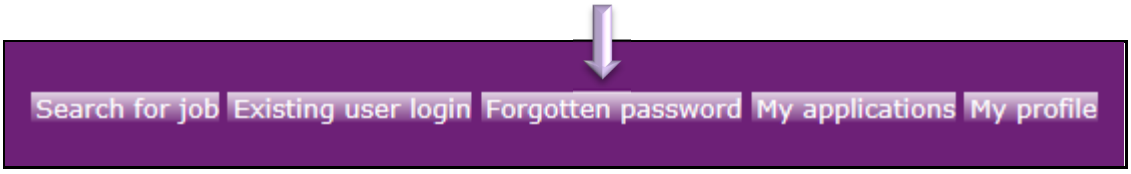
Note: *At the bottom of the results you will see a link "Click here to save this search as a job alert". This saves your last search criteria as a job alert. Periodically your job alert will be run against our current list of vacancies and you will receive an email if there are matches. The email will contain a direct link to each matching job. You may setup multiple alerts. Job alerts therefore mean that you don't have to constantly check our website for new vacancies.*

You must have a user login and password to be able to save a job alert and receive emails (see section 1 above).

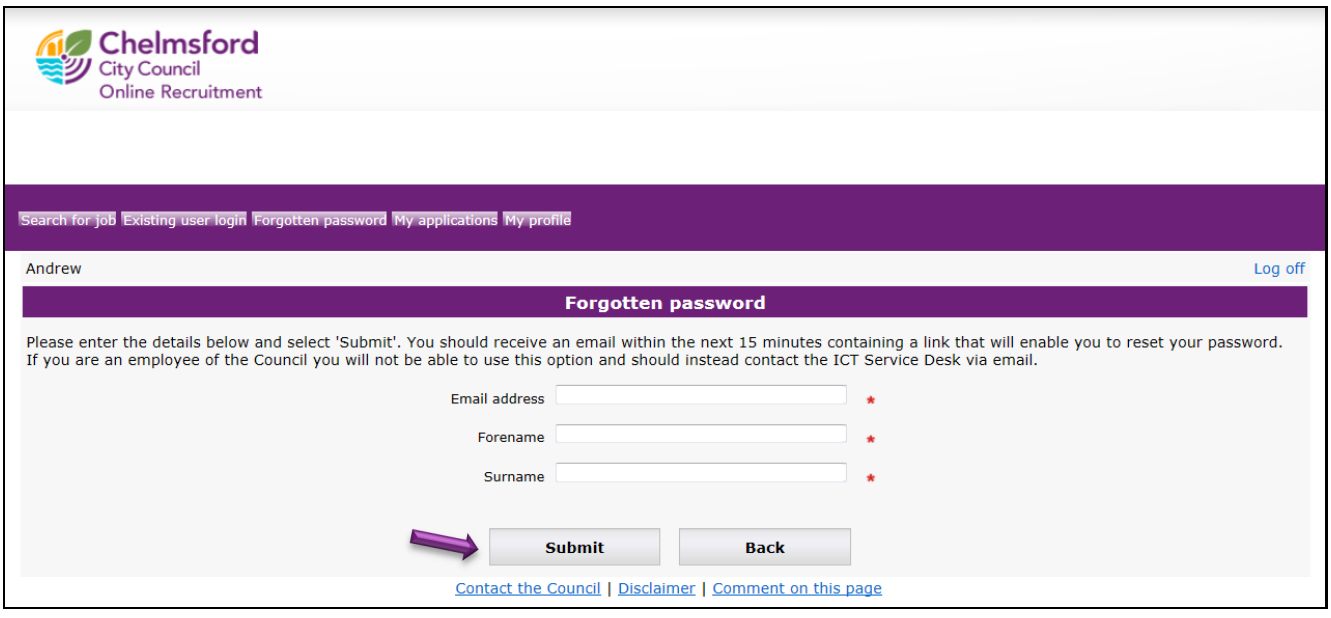

Chelmsford
City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Search results
Results - 4 matches found
Countryways Operative
We are looking for candidates with a proven track record in similar work with expertise in the use of a variety of horticultural machinery, ride-on mowers, and driving trucks with trailers. Experience in fine turf, soft and/or hard landscaping, and a keen interest and experience in horticulture is essential. You will need to be self-motivated, reliable, conscientious, and capable of working individually or as part of a team. A full clean driving licence is essential.
You will be required to work Monday to Friday with flexible working hours (10 weeks at 32 hours, 10 weeks at 42 hours and 32 weeks at 37 hours). Successful candidates will need to demonstrate flexibility as some late evening, weekend and Bank Holiday work will be required.
Chelmsford Council is committed to safeguarding children and vulnerable adults and expects all employees to share this commitment. This includes obtaining references and ensuring compliance to the Criminal Record Bureau process
Job Pack
• Salary: Grade 2 - £13,962 per annum • Job reference: REQ00000094 • Application closing date: 12/08/2013 • Package: Full time - 37 Hours, Permanent
Send to a friend
Apply online

You can send the job advert to a friend by clicking the 'Send to a friend' button. Complete the details and click 'Send email'. Chelmsford City Council to not retain the friend's email address, nor do we use it for any purpose other than to forward the particular job advert.

4.2. Forgotten Password



If you have forgotten your password please click 'Forgotten password' on the top menu bar.

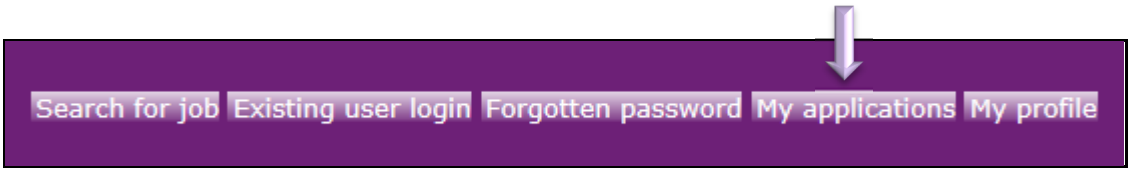

Chelmsford
City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Forgotten password
Please enter the details below and select 'Submit'. You should receive an email within the next 15 minutes containing a link that will enable you to reset your password.
If you are an employee of the Council you will not be able to use this option and should instead contact the ICT Service Desk via email.
Email address
Forename
Surname
Submit
Back
Contact the Council | Disclaimer | Comment on this page

Fill in your details and click the 'Submit' button; you will receive an email containing a new password within the next 15 minutes.

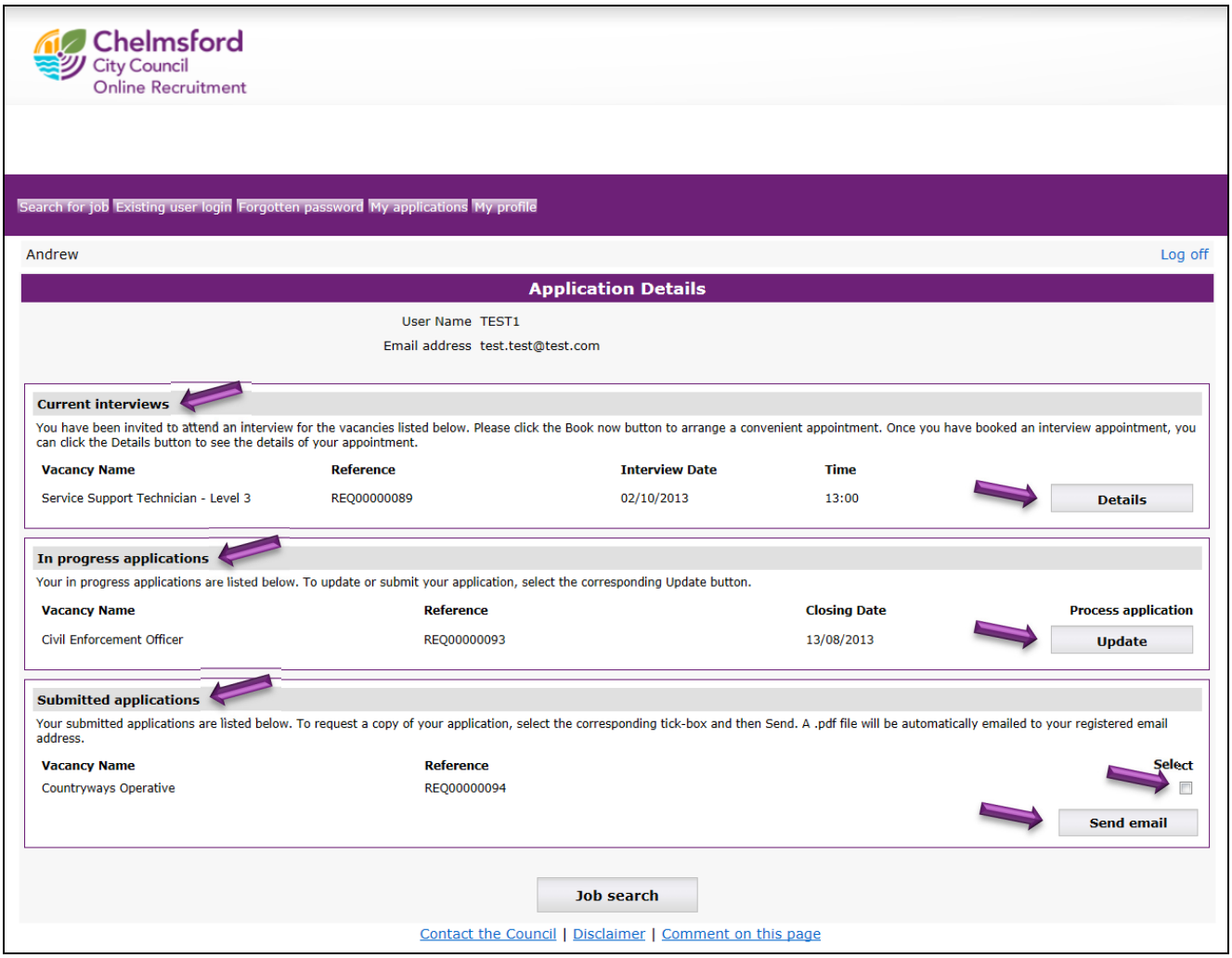
Note: *If you are an employee of the Council you will not be able to use this option and should instead contact the ICT Service Desk via email.*

4.3. My Applications

To view your pending or previously submitted applications click on 'My Applications' on the top menu bar.



After clicking on 'My applications' you will be directed to an 'Application Detail' page that details all 'In progress applications', 'Current interviews' and 'Submitted applications'

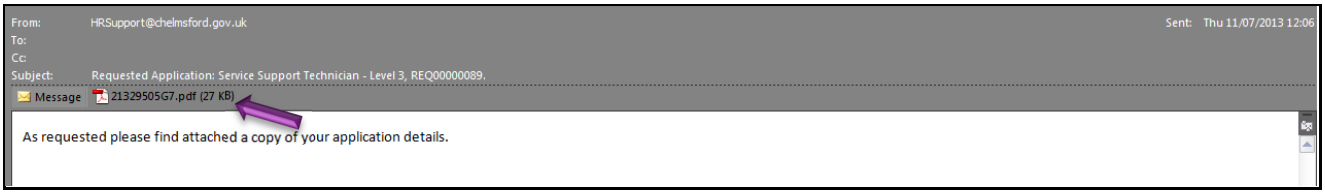

Chelmsford City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Application Details
User Name TEST1
Email address test.test@test.com
Current interviews
You have been invited to attend an interview for the vacancies listed below. Please click the Book now button to arrange a convenient appointment. Once you have booked an interview appointment, you can click the Details button to see the details of your appointment.
Vacancy Name
Reference
Interview Date
Time
Service Support Technician - Level 3
REQ00000089
02/10/2013
13:00
Details
In progress applications
Your in progress applications are listed below. To update or submit your application, select the corresponding Update button.
Vacancy Name
Reference
Closing Date
Process application
Civil Enforcement Officer
REQ00000093
13/08/2013
Update
Submitted applications
Your submitted applications are listed below. To request a copy of your application, select the corresponding tick-box and then Send. A .pdf file will be automatically emailed to your registered email address.
Vacancy Name
Reference
Select
Countryways Operative
REQ00000094
Send email
Job search
Contact the Council | Disclaimer | Comment on this page

Current interviews - If you have been successful from the shortlisting process you would have received by email an invite to interview. Here you can book and review details of that interview.

In progress applications - these are application forms that are part saved but you have not yet submitted them. They can be updated by clicking the 'Update' button.

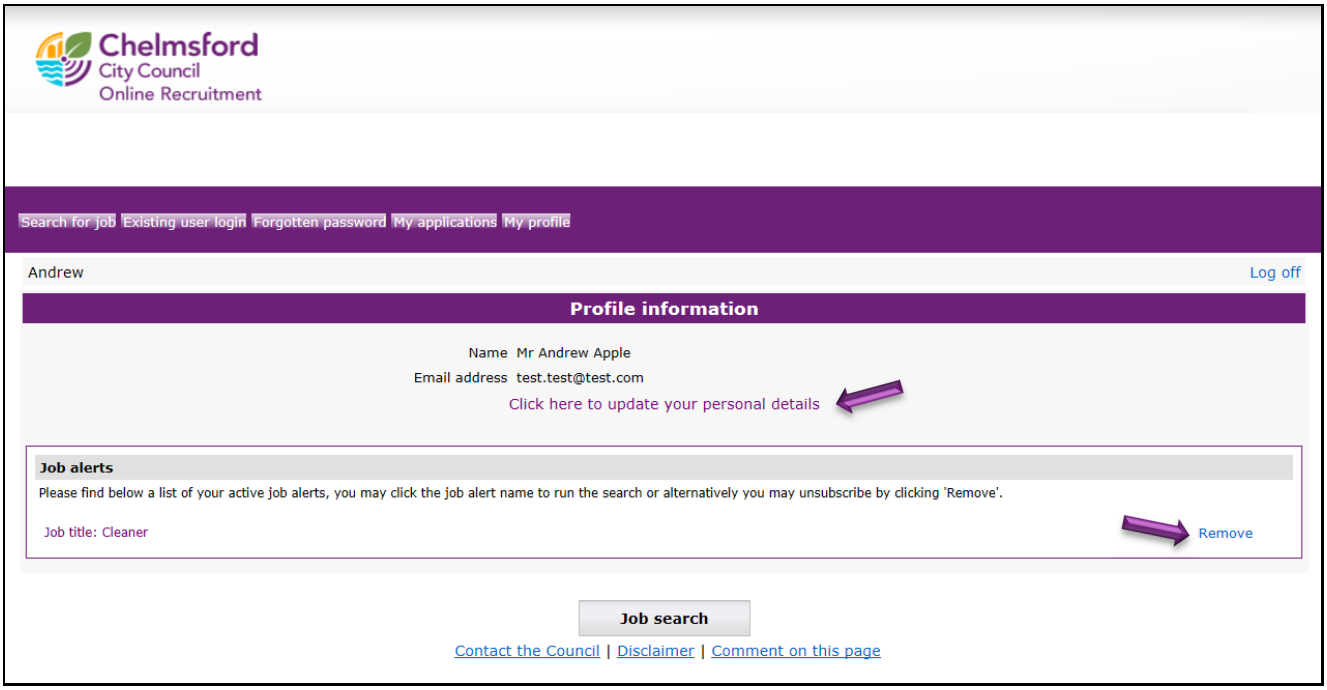
Submitted applications - these are application forms that you have already submitted. You have the option to request a copy of the submitted application by clicking the 'Select' box and then 'Send email' button.

You will receive an email with your application form attached.


From: HRSupport@chelmsford.gov.uk
Sent: Thu 11/07/2013 12:06
To:
Cc:
Subject: Requested Application: Service Support Technician - Level 3, REQ00000089.
Message
21329505G7.pdf (27 KB)
As requested please find attached a copy of your application details.

4.4. My Profile

To view your user profile details click 'My profile' on the top menu bar.

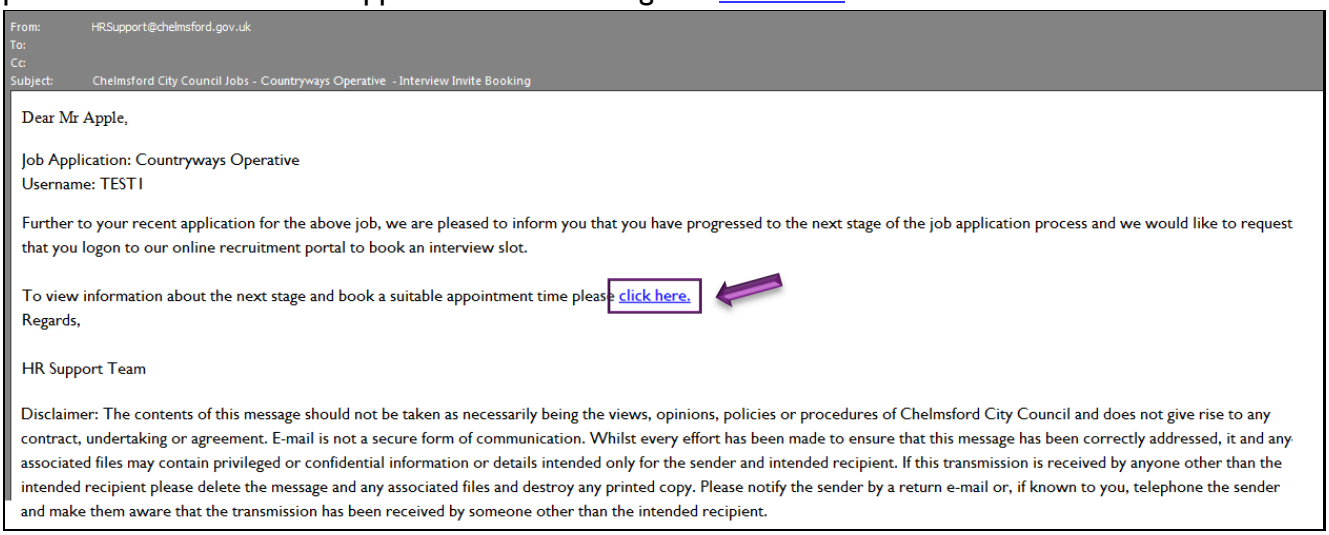

Chelmsford
City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Profile information
Name Mr Andrew Apple
Email address test.test@test.com
Click here to update your personal details
Job alerts
Please find below a list of your active job alerts, you may click the job alert name to run the search or alternatively you may unsubscribe by clicking 'Remove'.
Job title: Cleaner
Remove
Job search
Contact the Council | Disclaimer | Comment on this page

From here you can amend your personal details by clicking the 'Click here to update your personal details' link.

Note: *Any job alerts you have set up can be removed from this page.*

5. Interview Invite Booking

If you have been invited to attend an interview you can choose an available interview slot through the online recruitment portal. You will receive an email asking you to logon to our online recruitment portal and book a suitable appointment time using the 'click here' link contained within the email.



From: HRSupport@chelmsford.gov.uk
To:
Cc:
Subject: Chelmsford City Council Jobs - Countryways Operative - Interview Invite Booking

Dear Mr Apple,

Job Application: Countryways Operative
Username: TEST1

Further to your recent application for the above job, we are pleased to inform you that you have progressed to the next stage of the job application process and we would like to request that you logon to our online recruitment portal to book an interview slot.

To view information about the next stage and book a suitable appointment time please click here.
Regards,

HR Support Team

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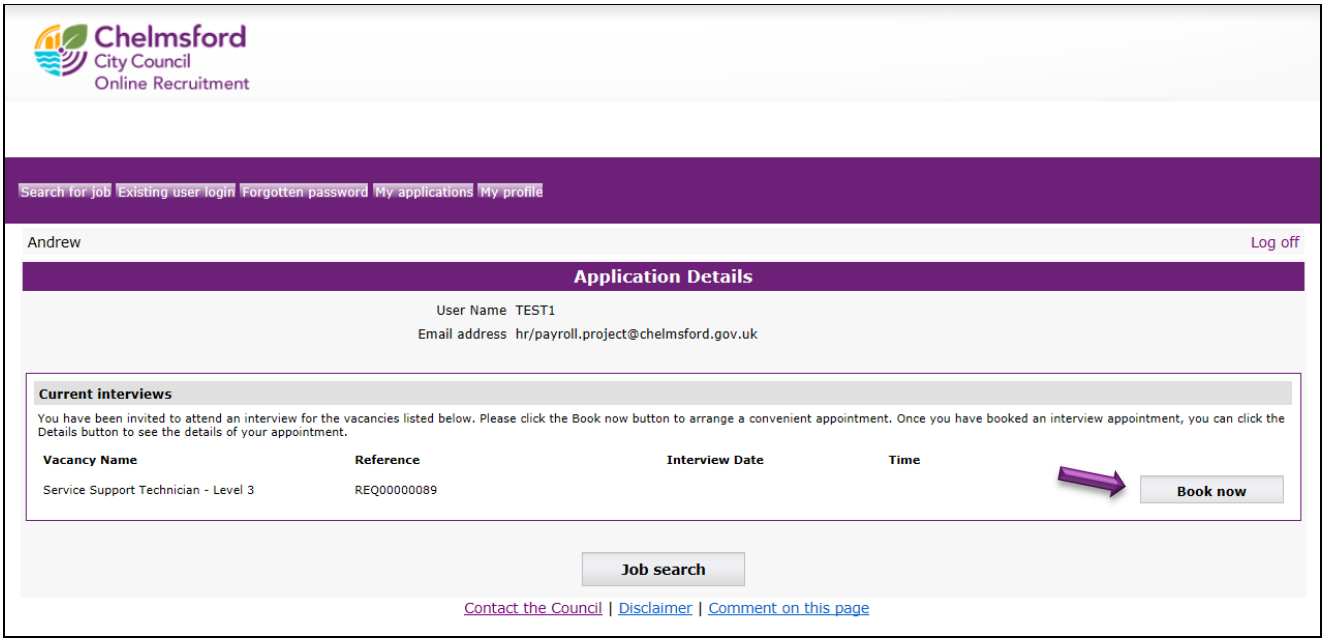
Clicking the 'click here' link will direct you to the online recruitment portal 'Existing user login' page where you need to logon.

Once logged in, the 'Application Details' page will show your current interviews together with a 'Book now' button.



Chelmsford City Council Online Recruitment

Search for job | Existing user login | Forgotten password | My applications | My profile

Andrew — Log off

Application Details

User Name TEST1
Email address hr/payroll.project@chelmsford.gov.uk

Current interviews

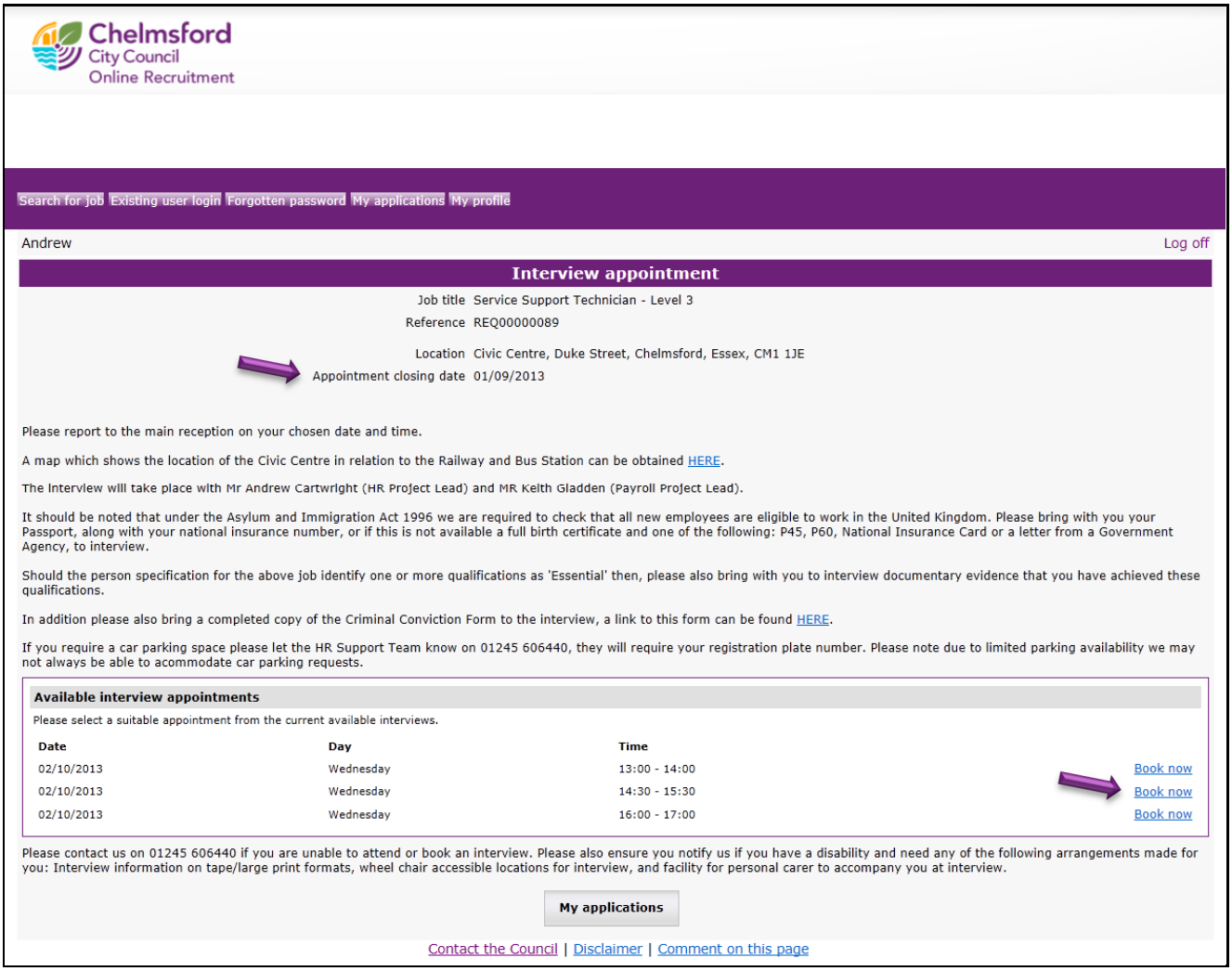
You have been invited to attend an interview for the vacancies listed below. Please click the Book now button to arrange a convenient appointment. Once you have booked an interview appointment, you can click the Details button to see the details of your appointment.

Vacancy Name	Reference	Interview Date	Time	
Service Support Technician - Level 3	REQ00000089			Book now

Job search

Contact the Council | Disclaimer | Comment on this page

Clicking the 'Book now' button will direct you to the 'Interview appointment' page where you will see all available interview appointment times.


Chelmsford
City Council
Online Recruitment
Search for job
Existing user login
Forgotten password
My applications
My profile
Andrew
Log off
Interview appointment
Job title Service Support Technician - Level 3
Reference REQ00000089
Location Civic Centre, Duke Street, Chelmsford, Essex, CM1 1JE
Appointment closing date 01/09/2013
Please report to the main reception on your chosen date and time.
A map which shows the location of the Civic Centre in relation to the Railway and Bus Station can be obtained HERE.
The Interview will take place with Mr Andrew Cartwright (HR Project Lead) and MR Keith Gladden (Payroll Project Lead).
It should be noted that under the Asylum and Immigration Act 1996 we are required to check that all new employees are eligible to work in the United Kingdom. Please bring with you your Passport, along with your national insurance number, or if this is not available a full birth certificate and one of the following: P45, P60, National Insurance Card or a letter from a Government Agency, to interview.
Should the person specification for the above job identify one or more qualifications as 'Essential' then, please also bring with you to interview documentary evidence that you have achieved these qualifications.
In addition please also bring a completed copy of the Criminal Conviction Form to the interview, a link to this form can be found HERE.
If you require a car parking space please let the HR Support Team know on 01245 606440, they will require your registration plate number. Please note due to limited parking availability we may not always be able to acommodate car parking requests.
Available interview appointments
Please select a suitable appointment from the current available interviews.
Date
Day
Time
02/10/2013 Wednesday 13:00 - 14:00 Book now
02/10/2013 Wednesday 14:30 - 15:30 Book now
02/10/2013 Wednesday 16:00 - 17:00 Book now
Please contact us on 01245 606440 if you are unable to attend or book an interview. Please also ensure you notify us if you have a disability and need any of the following arrangements made for you: Interview information on tape/large print formats, wheel chair accessible locations for interview, and facility for personal carer to accompany you at interview.
My applications
Contact the Council | Disclaimer | Comment on this page

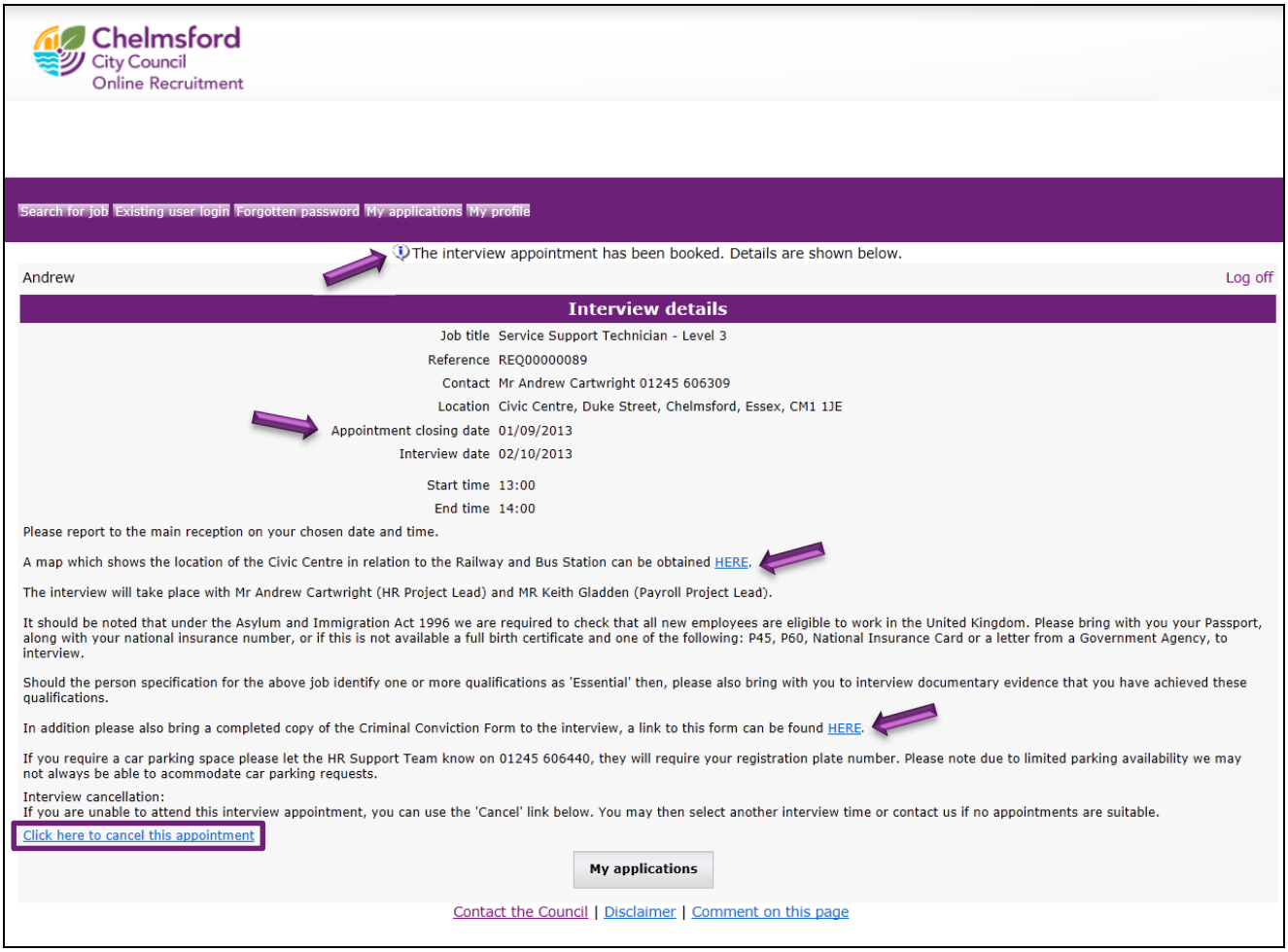
Here you can book an interview appointment by clicking the corresponding '[Book now]' link. Once the link is clicked, the appointment will be booked and you will be directed to the 'Interview details' page.

You will also receive an email confirming your booking.

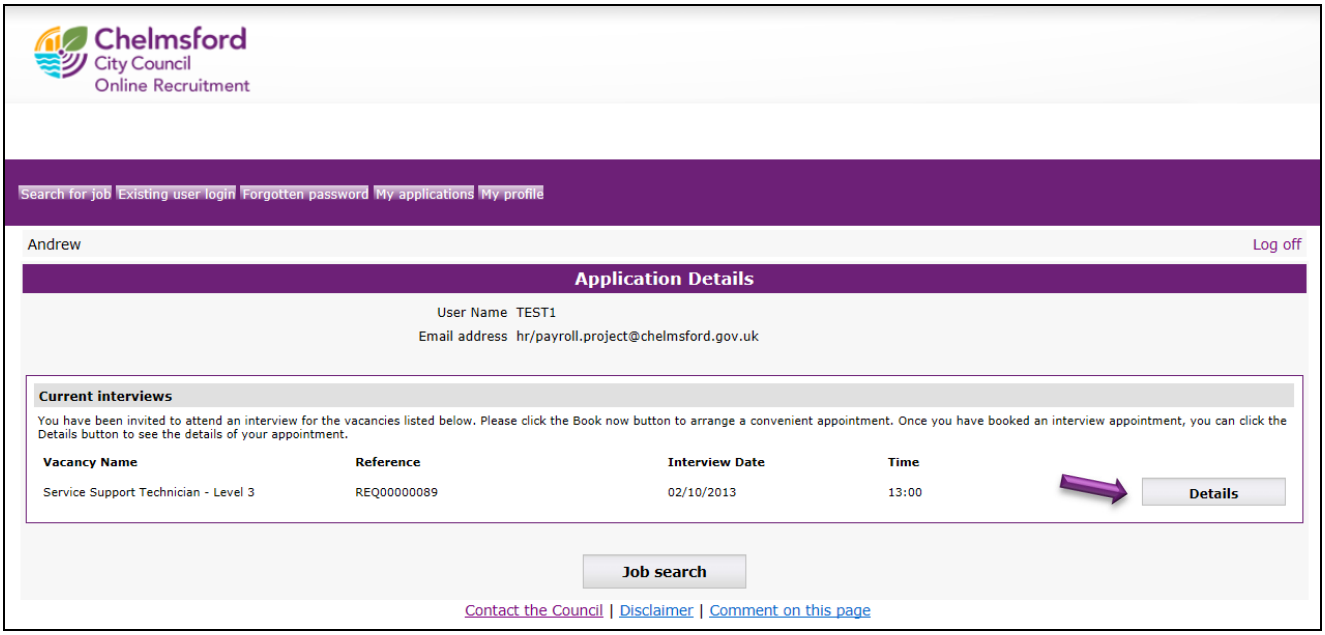
If you clicked the wrong appointment or you have changed your mind, you have until the appointment closing date to cancel your previous appointment and book another as long as there is an available interview slot. The appointment closing date appears near the top of the window. To cancel your appointment click the 'Click here to cancel this appointment' link on the 'Interview details' page.

Also on this page you can view information about the interview and what you need to bring along with you. For example:

- Location
- Start/End times
- Interviewers
- Map
- Criminal conviction form
- Car parking


Chelmsford City Council Online Recruitment
Search for job Existing user login Forgotten password My applications My profile
The interview appointment has been booked. Details are shown below.
Andrew
Log off
Interview details
Job title Service Support Technician - Level 3
Reference REQ00000089
Contact Mr Andrew Cartwright 01245 606309
Location Civic Centre, Duke Street, Chelmsford, Essex, CM1 1JE
Appointment closing date 01/09/2013
Interview date 02/10/2013
Start time 13:00
End time 14:00
Please report to the main reception on your chosen date and time.
A map which shows the location of the Civic Centre in relation to the Railway and Bus Station can be obtained HERE.
The interview will take place with Mr Andrew Cartwright (HR Project Lead) and MR Keith Gladden (Payroll Project Lead).
It should be noted that under the Asylum and Immigration Act 1996 we are required to check that all new employees are eligible to work in the United Kingdom. Please bring with you your Passport, along with your national insurance number, or if this is not available a full birth certificate and one of the following: P45, P60, National Insurance Card or a letter from a Government Agency, to interview.
Should the person specification for the above job identify one or more qualifications as 'Essential' then, please also bring with you to interview documentary evidence that you have achieved these qualifications.
In addition please also bring a completed copy of the Criminal Conviction Form to the interview, a link to this form can be found HERE.
If you require a car parking space please let the HR Support Team know on 01245 606440, they will require your registration plate number. Please note due to limited parking availability we may not always be able to acommodate car parking requests.
Interview cancellation:
If you are unable to attend this interview appointment, you can use the 'Cancel' link below. You may then select another interview time or contact us if no appointments are suitable.
Click here to cancel this appointment
My applications
Contact the Council | Disclaimer | Comment on this page

By clicking the 'My applications' button you will be directed back to the 'Application details' page where you can now see your interview booking.


Chelmsford City Council Online Recruitment
Search for job Existing user login Forgotten password My applications My profile
Andrew
Log off
Application Details
User Name TEST1
Email address hr/payroll.project@chelmsford.gov.uk
Current interviews
You have been invited to attend an interview for the vacancies listed below. Please click the Book now button to arrange a convenient appointment. Once you have booked an interview appointment, you can click the Details button to see the details of your appointment.
Vacancy Name
Reference
Interview Date
Time
Service Support Technician - Level 3
REQ00000089
02/10/2013
13:00
Details
Job search
Contact the Council | Disclaimer | Comment on this page

You can see the details of an interview by clicking the 'Details' button.

6. FAQ's

If you have any other queries regarding the recruitment process, please contact the recruitment team directly by clicking on the 'Contact the Council' button.

Q. How do I set up a User Account?

A. *To set up a user account you first must choose a job that you wish to apply for. Clicking the 'Apply Now' button will direct you to a login screen where you can select the 'New user registration' link; here you can fill in your details to set up a user account.*

Q. I have forgotten my password, what do I need to do?

A. *Click on 'Forgotten password' and fill in your email address, forename and surname and then select 'Submit'. You should receive an email within the next 15 minutes containing a link that will enable you to reset your password. If you already work for the Council, email the ICT Service Desk.*

Q. Where can I view my account details?

A. *As long as you have created a user account you can view your account details by clicking 'My Profile' tab at the top of the page.*

Q. Do I have to apply online?

A. *No, however we do encourage the use of online application forms so that you can benefit from email notifications and online booking of an interview time slot.*

Q. Can I submit a C.V. in place of an application form?

A. *No, to give all candidates the same opportunity, we require all applicants to complete an application form.*

Q. Do I have to complete my application form in one session online or can I go back to it at a later date?

A. *You may take as long as you like to complete your application form provided that you submit it by 11.59pm on the closing date of the position being applied for. Please remember to save it as you go. All part saved applications will be deleted after the closing date of the position.*

Q. Can I apply for more than one position?

A. *Yes. If you are interested in more than one position with us you can apply using the same user account you registered with.*

Q. Will my email address be used for other purposes?

A. *No. It will only be used to contact you in conjunction with your application.*

Q. Do you accept application forms after the closing date?

A. *No.*

Q. Can I amend my application form once submitted?

A. *No, once you have submitted your application, it is only possible for you to view it. If you would like to amend a section of the application form you will need to contact the recruitment team by using the 'Contact the Council' link.*

Q. If I have a query with regard to my application, who do I contact?

A. *Please contact the Recruitment Team by telephone on 01245 606440 or use the 'Contact the Council' link.*

Q. Can I print my application form once submitted?

A. *Yes, you can print your application form by clicking 'My applications' ticking the select box and pressing the 'Send email' button. This will email you a copy of the application form which you then can print off.*

Q. What if I decide to withdraw my application?

A. *Either contact the Recruitment Team on 01245 606440 or email hrsupport@chelmsford.gov.uk giving your name, the position title and reference number of the job that you wish to withdraw from. Your application will then not be put forward for shortlisting.*

Q. I was expecting an email from you. Where is it?

A. *Check your junk mail box as your email program may have wrongly interpreted the email as junk.*